WRAPAROUND MILWAUKEE / REACH / PROJECT O'YEAH

COMPLAINT / SUGGESTION FORM

To be completed by any individual who would like to report a complaint or make a suggestion about any aspect of the Wraparound Milwaukee program (i.e., Families, Care Coordinators/Transition Specialists, Providers, etc.)

PRINT Name of Person Filing Complaint or Suggestion_____

Date_____

Address_____ **City**_____ **State**_____ **Zip**_____

Phone Number_____ **Fax Number**_____

What is your association with Wraparound/Project O'YEAH? ☐ Parent/Caregiver ☐ Enrollee ☐

Name of Care Coordinator/Transition Specialist _____

Agency_____ **Phone**_____

Name of associated Enrollee _____
(If relevant to this complaint / suggestion)

<u>If a Complaint</u>, Name of Person/Agency Complaint is Against _____

Details of Complaint or Your Suggestion: (*Please be specific including names, dates, etc., when applicable.)*

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(Please use back of form or attach an additional sheet of paper if more space is needed)

If this is a Complaint, what have you done in an attempt to resolve your concern? (*Please include who you've spoken to and the result of the conversation. Did the Team discuss the concern?)*

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What would you like to occur as a result of your complaint/suggestion?

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Signature of Person Completing Form _____

Supervisor Signature _____
(if completed by Care Coordinator / Transition Specialist)

Send To: WRAPAROUND MILWAUKEE
9201 Watertown Plank Road
Milwaukee, WI 53226
Attn: Pamela Erdman - Quality Assurance Director

Or Fax To: Pamela Erdman
Quality Assurance Department
at (414) 257-7575

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(For Wraparound Use Only)

To be Completed by Quality Assurance Department / Investigator

Person Assigned to Investigate _____ Date Assigned _____

Date Received by Investigator _____

Please complete Investigation and Return to Pam Erdman/Melissa Graham by _____
(5 working days)

Results of Investigation: *(Be specific and include dates, times, names of individuals spoken to, etc.)*

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Investigator's Signature _____ Date_____

***NOTE:** Please call Pam Erdman at (414) 257-7608 or Melissa Graham at (414) 257-6024, if unable to complete the investigation by the date indicated above.

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