

Winnebago County Department of Human Services
Child Welfare Division
Complaint/Grievance Report
Steps

- 1) Informal discussion: You are encouraged, where possible, to first discuss any problems about which you are concerned to the attention of the Human Service employee with whom you are working. Human Service staff will do their best to resolve disputes and assist you with further actions if your concerns are not resolved.
- 2) Supervisory Assistance: If the issue is not resolved through discussion as outlined above, you are encouraged to discuss it with the supervisor in charge of the unit in which your concern rests.
- 3) Agency Division Manager: If a complaint/grievance cannot be resolved through contact with your worker and his/her supervisor, then you are encouraged to bring your concerns to the attention of:

Annette Beattie, Child Welfare Manager, 920-236-4605
Winnebago County Human Services
220 Washington Ave, P.O. Box 2187
Oshkosh, WI 54903-2187
- 4) Agency Deputy Director: If you are not satisfied with the decision made by the Child Welfare Manager, you may request a review of that decision to the Deputy Director of the Human Services Department:

Renee Soroko, Deputy Director, 920-236-1193
Winnebago County Human Services
220 Washington Ave, P.O. Box 2187
Oshkosh, WI 54903-2187
- 5) Agency Director: If you are not satisfied with the decision made by Deputy Director and/or Child Welfare Manager, you may appeal that decision to the Director of the Human Services Department. The Director will review the prior report and decision and will conduct any additional necessary investigation and will then issue a decision.

Bill Topel, Human Services Director, 920-236-1195
Winnebago County Human Services
220 Washington Ave, P.O. Box 2187
Oshkosh, WI 54903-2187
- 6) State: If you are not satisfied with the Director's decision, you may contact the Department of Children and Families Bureau of Regional Operations Regional Child Welfare Coordinator at:
DCFBRWCWComplaints@wisconsin.gov .