



Participant Complaint/Grievance Procedure

West CAP welcomes inquiries from program participants and tenants to learn about services provided including: explaining funding guidelines, rules, and eligibility procedures. We strictly adhere to client confidentiality and will not release any client/family information unless proper authorization is obtained from the client.

West CAP is an Equal Opportunity organization. No otherwise qualified applicant for service or program participation shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin or ancestry, age, sex, sexual orientation, gender identity, religion, political beliefs or disability. **If you feel you have been disqualified based on the above, please complete the attached West CAP Service Delivery Discrimination Complaint form.**

If you have been **denied services, services have been deferred, or have a complaint regarding services** please follow these steps:

1. If you have contact information for the person you have been working with, please contact them directly to learn more about your denial or express your service complaint. If you do not have a direct program contact, you may call 715-265-4271 or email westcap@wcap.org with the information to be forwarded to the program director.
2. If program leadership is unable to satisfactorily explain the denial or address your complaint, you may submit (within 30 days after complaint or denial of services) a written grievance letter to West CAP's Associate Director. You may mail or email the grievance to:

Timothy Mather, Associate Director
West CAP
525 2nd Street
PO Box 308
Glenwood City, WI 54013
email: tmather@wcap.org

Please include the following helpful information: program complaint and/or reason for denial, date of occurrence, and employee assisting with services.

I have received a copy of this procedure and related program policies and procedures.

Participant Signature

Date