

**BROWN COUNTY HUMAN SERVICES  
CLIENT COMPLAINT PROCEDURE**

**PURPOSE**

The client complaint procedure is a way to solve problems between you and your worker. This policy does not change your rights under Minnesota Statutes as they may apply.

**PROCEDURE**

You are encouraged to try to solve this conflict directly with your worker. If you want to bring this matter to the attention of the agency, please write out your concerns or the nature of the problem. The written documentation should be sent to the supervisor of the staff person with whom you are working. Your worker's supervisor will investigate and respond to you in writing within one week.

If you are not satisfied with the decision of the supervisor, you may write out your objections or concerns and send them to the director of Brown County Human Services. The Director will review the concerns and respond to you in writing within one week. The director's decision will be final.

Each of these people may contact you for additional information as they work with you to resolve the problem.

**COUNTY BOARD ROLE**

Nothing in this policy is intended to modify the interaction of the county board members with people from their district. A citizen may approach a county board member at any time concerning the operation of county government.



FOR OFFICE USE ONLY

Worker response: \_\_\_\_\_  
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\_\_\_\_\_  
Date Worker Signature

Supervisory Action: \_\_\_\_\_  
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\_\_\_\_\_  
Date Supervisor Signature