

# Dane County Comprehensive Community Services

## Your Rights as a CCS Participant

You have many rights as a participant in the Comprehensive Community Services Program. These include, but are not limited to:

- You have the right to be treated with dignity and respect, and to be free of any verbal or physical abuse;
- You cannot be treated differently because of your race, national origin, sex, age, religion, disability or sexual orientation;
- Your participation in CCS is voluntary, and you, or your parent/guardian, may choose to leave the CCS Program at any time;
- You will be a member of your personal Recovery Team, will be able to select members of your Recovery Team, and will be involved in all aspects of your Recovery Planning and treatment;
- Information about you and your CCS services must be kept confidential and cannot be released without your consent, unless the law specifically allows for it;
- You have the right to see your records and, if you believe something in your records is wrong, you can challenge its accuracy; and
- You have the right to file a complaint or grievance if you feel your rights have been violated or if you are dissatisfied with your services.

Further information on your rights is available in the CCS Policy “Client Rights and Grievance Procedure” and in the Dane County Department of Human Services Brochure “Your Rights and the Grievance Procedure”.

## Complaint / Grievance Resolution Process

Note: You may have a friend, family member, peer or advocate assist you and/or be present for any or all of Steps 1 – 4.

### **Step 1: Informal Discussion**

Rather than file a formal grievance, you may request an informal discussion of your complaint with the staff and/or manager of the program with which you have the complaint.

### **Step 2: Program Level Review**

Within 45 days of an incident, you, or someone on your behalf, would file a written complaint with the agency with which you have the complaint. If you need assistance preparing your complaint, you can contact the county’s Adult Community Services Division Administrator at 242-6488. You will receive a written response to your complaint within 40 days after it is filed.

### **Step 3: Review by Dane County**

If you are not satisfied with the Step 2 response, within 14 days of the Step 2 response, you may request that Dane County Department of Human Services review your complaint. The DCDHS Director will designate

someone to review the response, gather additional information as necessary, and issue an administrative decision within 30 days of the Step 3 request.

**Step 4: Review by State of Wisconsin**

At any time, you may request a fair hearing under DHS 104.01 by sending a written request to:

Wisconsin Department of Health Services  
Bureau of Mental Health and Substance Abuse Services  
1 West Wilson Street room 433  
P.O. Box 7851  
Madison, WI, 53707-7851

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