

LAKE GENEVA WELLNESS CLINIC

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GRIEVANCE PROCEDURE

Anyone who is receiving treatment at the Lake Geneva Wellness Clinic may utilize a grievance procedure. The grievance procedure is a way for clients to arbitrate their grievances when they believe their rights are being violated.

If a client has a grievance, they may file their complaints with the office manager, Cherish Melton, who serves as the Complaint Investigator (C.I.) for the Lake Geneva Wellness Clinic. The complaint can be filed either in writing or by personally talking to the C.I. Another person can file a grievance on behalf of the client. If a court has not found the client to be incompetent to make his or her own decisions, this other person must obtain the client's permission before filing the complaint. The Complaint Investigator has further knowledge of the grievance procedure and will supply information on the procedure to clients and staff members upon request.

If a grievance cannot be resolved in-house, the following steps may be taken to seek legal redress.

1. The client may seek the advice of an attorney. If a client has limited funds, they may inform the attorney that legal fees can come out of the settlement if the case is settled in the client's favor.
2. The client may seek the advice of the Legal Aid Society.
3. The client may seek the advice of the County Court Commissioner on how to proceed.