



Client Complaint Procedure

As a Client of the WCA, you have the right to make a formal complaint in writing when you feel you have been mistreated, unfairly treated or discriminated against based on race, religion, sex, sexual orientation, ethnicity or disability. In order to ensure timely resolution of issues, we ask that you follow the steps below to achieve a resolution.

- 1. Resolve Complaint/Concern with the Staff Member Directly.** If possible, please work directly with your primary staff member to resolve the issue of concern directly. If your complaint has to do with any kind of abuse by a staff member, you should immediately ask to speak with a supervisor.
- 2. Resolve Complaint/Concern in a Joint Meeting with Supervisor.** When satisfactory resolution cannot be achieved between you and the staff member, a joint meeting can be requested with the staff member and their immediate supervisor. At that joint meeting, you will be given an opportunity to express their question, concern, or complaint, and all parties will try to come to a satisfactory resolution. If your complaint has to do with any kind of abuse by a staff member, the supervisor will discuss the complaint alone with you and follow the Abuse/Neglect policy if appropriate.
- 3. Written Complaint to the Program Administrator of the Department.** If a satisfactory resolution is not achieved at the joint meeting, you may present a written statement of complaint to the program administrator. The written statement should include: what happened, when it happened, who was involved, what you define as the problem, and how you would like the problem resolved. The Administrator will respond to the written concern within 10 working days. The Administrator may ask for a face-to-face meeting with you to further investigate the concerns you have expressed. The Administrator may also review records and meet with the staff member and supervisor.
- 4. Written and Final Appeal to the Chief Executive Officer:** If the you are not satisfied with the response from the program administrator, you may appeal this decision in writing to the Chief Executive Officer (CEO) within 10 working days of receiving the written response from the program administrator. If there is not an appeal to the Chief Executive Officer within 10 working days, the situation will be considered closed. Your appeal should include: what happened, when it happened, who was involved, what you see as the problem, and how you would like the problem resolved. The CEO will respond to the appeal within 10 working days of receiving the client appeal. The CEO may investigate the situation further; the response from the CEO is the final answer for the agency.
- 5. Changes in Time Limits of Written Responses:** Time limits on this complaint policy may be extended with your agreement and the party responding to the written complaint. Working days counted for the purpose of this policy will not include days the employee is not at work due to illness, planned leave, or out of town due to work.



You have the right to report complaints of discrimination by the WCA to the Complaint Coordinator at the Nebraska Crime Commission in the following ways:

By mail: Complaints, Nebraska Crime Commission, 301 Centennial Mall South, PO Box 94946, Lincoln, Nebraska, 68509-9496

By phone: (402) 471-2194

By email: DAS.humanresources@nebraska.gov

To report concerns to the federal Office for Victims of Crime, call (202) 307-5983.

The form can also be found on our website – www.wcaomaha.org

Client Complaint Reporting Form

What happened?

When did it happen?

Who was involved?

What do you see is the problem?
