



**Date:** 11/17/23

**To:** DMCPs

**From:** [Lilia Figueroa](#), Policy Initiatives Advisor, 414-343-5738

**Re:** Complaint Procedure and Complaint Form

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*This memo highlights the important changes and considerations for the updated DMCPs [Complaint Procedure](#) and [Complaint Form](#).*

The DMCPs Complaint Procedure has been updated to reflect statewide policy and procedure requirements as explained in the [County Child Welfare and Youth Services Complaint Process](#). The DMCPs Complaint Procedure outlines the different levels of complaints.

**Informal complaints** are the most efficient way to start resolving case concerns is by following an informal complaint process. This section outlines the recommended order of contacts for informal complaints along with contact information for DMCPs, Children's Wisconsin, and Wellpoint.

**First-Level Complaint Reviews** are the first step in the formal complaint process. This section outlines the steps, requirements, and process of First-Level Complaint Reviews. This process occurs with DMCPs' Client Rights Specialist and the complainant. The DMCPs Complaint Form can be filled out by the complainant during this process.

If a complainant is unsatisfied with the First-Level Complaint Review, they may request a second-level review of the complaint.

**Second-Level Complaint Reviews** will be handled by the DMCPs Policy Initiatives Advisor or other designee on behalf of the DMCPs Administrator. This section outlines the steps, requirements, and process of Second-Level Complaint Reviews.