

COMPLAINT FORM

This form provides a process for the people we support guardians, employees, personnel from other agencies and community members to discuss or file complaints, grievances, violations or problems with the organization or its employees, including Management, and to receive careful consideration and a prompt resolution. All the above listed individuals are encouraged to discuss service-related complaints or problems with Management or the Corporate Compliance Officer (CCO); appeal an unfavorable decision to a higher authority in the company; or file a complaint via fax, mail, email, phone, voicemail, face-to-face or through this Complaint Form process. In certain circumstances it is possible to have your complaint reviewed by an external reviewer, outside of LADD. The Corporate Compliance Plan provides that all individuals who submit a complaint are protected against retaliation for filing their complaint.

Please fill out this form and submit through any of the above-mentioned methods. You may report with or without using your name. This reporting system is designed with confidentiality in mind. L.A.D.D., Inc. will do its best to restrict your report on a "need to know" basis. No disciplinary action will be taken for merely reporting. For more information please see the CCP. Management has the obligation to conduct a prompt, thorough and impartial investigation.

*Anyone requiring assistance in completing this form may contact a staff member or Management. Staff assisting a person we serve must help the person understand this form and interpret their thoughts, feelings and words as best as possible. *

I. What is the complaint about?

II. Tell us about what happened, when and whom this involves. Please tell us how this made you feel.

III. Please tell us what you would like to see done about this problem and how you think it should be corrected. Attach additional sheets if necessary.

VI. Have you talked with Management?

No Yes If yes, who did you speak with and when was it?

If you have not talked with that person, can you tell us why?

Thank you for bringing your concern to our attention. We will try to resolve your complaint as quickly as possible. Feel free to keep in touch with us during the process. Our experience suggests that first discussing your concern with Management often resolves the complaint.

Signature

Date

*Signature of Person Providing Assistance (if needed)

Date

Send To:

L.A.D.D., Inc. Corporate Compliance
300 Whitney Street
Dowagiac, MI 49047

Anonymous Reporting: 1-855-607-1737

Fax: 269-782-3828

Email: corporatecompliance@laddinc.net

Management Use

Date Rec'd:

Date

Closed:

Tracking

#:

Copy to ORR

if needed: