



**IndependenceFirst**

*The Resource For People With Disabilities*

**1979•2009**

**30<sup>TH</sup> Anniversary**

## Consumer Appeals Procedure

If you disagree with the services that you are receiving, you can use the following Appeal Procedure to assure that the disagreement is resolved as quickly and fairly as possible. You may want to get help in discussing your concern from the Client Assistance Project Staff. IndependenceFirst will give you a brochure about this service.

### STEP 1.

Discuss the concern with the IndependenceFirst staff member who handles your case. You can do this by talking with or writing to the staff member about the concern. Please let the staff member know about your concern with services as soon as possible. The staff member will discuss the concern with you and give you a response. The staff member will remind you about the services of the Client Assistance Project.

### STEP 2.

If you are not satisfied with the staff member's response, you can notify the Associate Director or Executive Director of: IndependenceFirst and ask for a "Director's Review". You can do this in writing or by talking to the Associate Director. After meeting with the Director, you will get a written Director's Review response.

### STEP 3.

If you do not agree with the response made in the Director's Review, you can request a review by the IndependenceFirst Board of Directors. The IndependenceFirst Board of Directors will review your concern and give you a written response.

I was given a CAP brochure: \_\_\_\_\_

The Appeal procedure was explained to me: \_\_\_\_\_

Signature

Date

**First** in independent living for 30 Years



**CELEBRATE  
ABILITY**

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