

Client Grievance Procedure

Do you have a concern?

Woodland Centers has a method for receiving and investigating client concerns about the services we provide. Every current and former client has a right to voice concerns without fear of retaliation. No complaints are ignored. If you file a concern, you will get a written response after we investigate the situation.



We're here to help.

Our Client Service Representative, can help with any concern you may have. You can request a copy of the full policy for more information at any time.

Ways to file a concern

- Speak with a supervisor or with the staff directly if you are comfortable doing so.
- Write down your concern, and state how you hope the issue will be resolved. Include your name, address and phone and mail to the address below.
- Call the Client Service Representative at (320) 235-4613

What happens next?

- Information is gathered and reviewed with the appropriate people.
- Administrative staff review all information and provide a written response.

What can I expect?

- Service should be unchanged unless you request a change.
- You should not experience any retaliation for voicing your concern.
- You should receive a written response within 15 business days.

Contact: Client Service Representative
P.O. Box 787
Willmar, MN 56201
(320) 235-4613

