

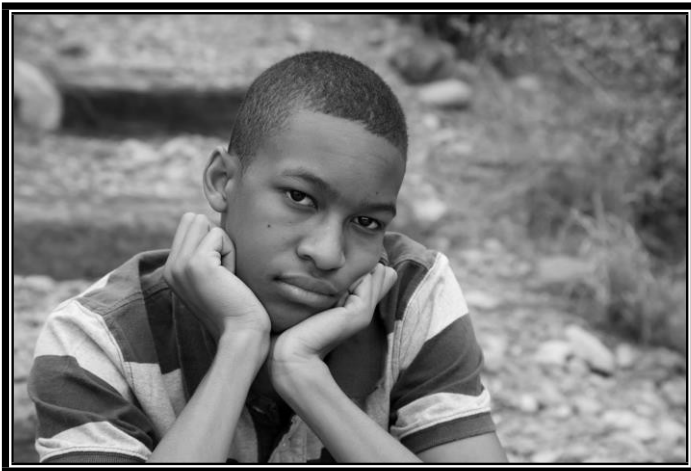
The Division of Milwaukee Child Protective Services (DMCPS), together with its private partner agencies, is committed to providing the highest quality services to the children and families working with us.

**If you are unhappy** with any aspect of our work, please feel free to speak with a staff member about your concerns.

Many times, we find that an explanation of an action we have taken is all that is needed to resolve the problem.

**If you feel that your rights or the rights of a child have been violated**, or you have not been given the opportunity to carry out your responsibilities, you may make a complaint. No action can be taken against you, your children, or the children you care for because you have complained.

In partnering with the community, DMCPS is also interested in hearing your ideas on how we can better serve the families of Milwaukee County.



# Complaint Resolution

**Families and their advocates working with DMCPS have the right to make a complaint about actions taken or not taken.**

Whenever possible, **start your complaint in DMCPS program that you have been working with.**

Families are assigned to staff within different programs. The staff member provided you with a business card. Begin by calling the person listed on that card. If you do not have the business card and do not know the staff member assigned to you, call DMCPS at (414) 343-5500.

Once you have contacted the assigned program staff member, tell him/her about the problem you are having. **If the problem is not resolved to your satisfaction, ask that the complaint be sent to the supervisor.** The supervisor will contact you within 48 hours and will help resolve the problem. If the supervisor cannot resolve the problem, he/she will take it to upper levels of administration for further resolution.

The supervisor may also ask assistance from **DMCPS's client rights specialist.** Or you may call the client rights specialist yourself after working with the supervisor at (414) 343-5745.

If after talking with DMCPS's client rights specialist, you are not satisfied, you may take your complaint to the administrator of the Division of Safety and Permanence by calling (608) 266-8787.

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**For more information about DMCPS see [dcf.wisconsin.gov/mcps](https://dcf.wisconsin.gov/mcps)**

**Division of Milwaukee Child Protective Services Access Unit**  
(Receives reports of abuse / neglect)  
Initial Assessment Units (Assesses reports.) Administration  
635 North 26th Street  
Milwaukee, WI 53233  
(North 26th Street and Wisconsin Avenue)  
Phone (414) 343-5500  
Web address: [dcf.wisconsin.gov/mcps](http://dcf.wisconsin.gov/mcps)

**Wellpoint Care Network**

Ongoing Case Management Intensive In-Home Services Foster  
Parent Licensing/Support  
8901 W. Capitol Drive  
Milwaukee, WI 53222  
Phone: (414) 463-1880  
Web address: [wellpointcare.org/](http://wellpointcare.org/)

**Children's Hospital of Wisconsin**

Ongoing Case Management  
Intensive In-Home Services  
Foster Parent Licensing / Support  
620 S. 76th. Street, Suite 120  
West Allis, WI 53214  
Phone: (414) 453-1400  
Web address: [childrenswi.org](http://childrenswi.org)

**To report suspected child abuse and neglect in  
Milwaukee County, phone (414) 220-SAFE (7233).**

DCF is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (414) 343-5500 or 711 TTY.

For civil rights questions call (608) 422-6889 or 711 TTY.  
(Toll Free).

# Complaint Resolution



**Division of Milwaukee  
Child Protective Services**

