

Concern or Formal Compliant Report

A person served (client), their legal representative, or a Lifeworks staff member may report a concern, file a formal grievance/complaint as described in Lifeworks Grievances Policy and Procedure, or a Title VI Complaint (transportation discrimination of protected classes).

Procedure:

Please submit the concern or complaint report by contacting a Lifeworks Customer Service Representative at 651-454-2732, toll free at 1-866-454-2732, by emailing Mary Lenertz directly at mlenertz@lifeworks.org, or by postal mail to Mary Lenertz, Vice President of Services at 2965 Lone Oak Drive, Suite 160, Eagan, MN 55121.

To submit a concern or complaint anonymously, please call 1-877-767-7781 or email Lifeworks@getintouch.com. You may request assistance from a Lifeworks staff in completing this form.

Today's Date:

Type of Report: Concern Feedback Formal Complaint Title VI Complaint

If Title VI Compliant, type of discrimination experienced: Race Color National Origin

Name of person reporting:

Contact information (phone number, email, etc.):

Name of the person served and relationship to the person reporting:

Name of the person completing this form:

Nature of the concern, feedback or formal complaint: