



Concern or Formal Complaint Reporting Procedure and Form

A client, their legal representative, or a Lifeworks staff 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 Lifeworks Services at 651-454-2732, toll free at 1-866-454-2732, by emailing Julie Windisch directly at jwindisch@lifeworks.org or by postal mail to: Julie Windisch, Director of Compliance and Quality Assurance 6636 Cedar Ave S. Ste 250 Richfield, MN 55423.

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

A Title VI complaint may be filed directly with the Federal Transit Administration with attention to: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, CD 20590.

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This information can be provided in an alternative format upon request.



Complaint or Formal Grievance Form

This form is for individuals served and/or legal representatives to file a formal grievance or complaint as described in Lifeworks Grievance Policy and Procedure. You may ask a Lifeworks staff or Human Resources for assistance in completing this form.

Date:

Name of person making the formal grievance/compliant:

Contact Information (phone number, etc.):

Name and relationship of the person served:

Name of the person completing this form:

Nature of formal grievance/complaint:

SEND CONFIDENTIALLY to:

Lifeworks Services, Attention: Julie Windisch

6636 Cedar Ave, Suite 250 Richfield, MN 55423 or jwindisch@lifeworks.org

OFFICIAL USE ONLY:

Received by:

Date Formal grievance/compliant received:

Date Senior Executive Team Received grievance/complaint:

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