



### COMPLAINT FORM

This form provides a process for all stakeholders including employees, people supported, families, legal guardians, contract agencies and community members to file a formal complaint regarding grievances, suspected violations or problems with the organization and its employees, including Management and to receive careful consideration and prompt resolution. All individuals are encouraged to discuss concerns or problems with Management via the informal complaint process whenever possible. The complaint form is available on the LADD website and in all service locations. All formal complaints will be routed to the Corporate Compliance Officer (CCO) utilizing fax, mail, email, or delivered face-to-face. If needed, assistance will be given with completing this form and any LADD employee is able to provide this assistance. The Compliance and Ethics Program provides that all individuals who submit a complaint are protected against retaliation or barriers to services for filing their complaint.

Please fill out this form and submit through any of the above-mentioned methods. You may report with or without using your name. This reporting system is designed with confidentiality in mind. LADD will do its best to restrict your report on a "need to know" basis. No disciplinary action will be taken for merely reporting. For more information please see the CEP. Management has the obligation to conduct a prompt, thorough and impartial investigation.

\*Anyone requiring assistance in completing this form may contact a staff member or Management. Staff assisting a person we serve must help the person understand this form and interpret their thoughts, feelings and words as best as possible. \*

I. What is the complaint about?

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II. Tell us about what happened, when and whom this involves. Please tell us how this made you feel.

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III. Please tell us what you would like to see done about this problem and how you think it should be corrected. Attach additional sheets if necessary.

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VI. Have you talked with Management?

No  Yes If yes, who did you speak with and when was it?

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If you have not talked with that person, can you tell us why?

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Thank you for bringing your concern to our attention. We will try to resolve your complaint as quickly as possible. Feel free to keep in touch with us during the process. Our experience suggests that first discussing your concern with Management often resolves the complaint.

Signature

Date

\*Signature of Person Providing Assistance (if needed)

Date

Send To:

LADD Inc. Corporate Compliance  
300 Whitney Street  
Dowagiac, MI 49047

Management Use

Date Rec'd:

Date Closed:

Tracking #:

Copy to ORR if needed:

Anonymous Reporting: 1-855-607-1737

Fax: 269-782-3828

Email: [corporatecompliance@laddinc.net](mailto:corporatecompliance@laddinc.net)