

Concerns/Appeals

If I have a complaint or concern, how should I proceed?

- **Start with your local team for assistance.**
- DHS related programs may contact the [DHS Clients Rights Office](#).
- A parent/legal decision maker or student can contact the [Client Assistance Program \(CAP\)](#) for assistance in determining if a service falls under the responsibility of the DVR.

Client Assistance Program (CAP)

1502 W. Broadway, Suite 201,
Madison, WI 53708-8911
Consumer Line: 1-800-362-1290

Additional Resources:

- [Dispute Resolution options](#)
- [DHS and MCO Resource Allocation Decision \(RAD\) and Notice of Adverse Benefit Determination Guideline](#)
- [IRIS Policy Manual: Work Instructions](#)