



Grievance Procedures

The Ways to Work Client Grievance Policy ensures that borrowers have an easy and accessible method to provide feedback that may require further action. In the event that a client has a complaint in regards to service delivery or a Ways to Work local host agency employee, Ways to Work, Inc., the following procedures will be utilized:

Contact Information

Customers may contact us in the following ways:

- US Mail: Ways to Work
648 N. Plankinton Ave., Suite 425
Milwaukee, WI 53203
- Email: operations@waystowork.org
- Fax: 262-436-2178

Client Procedures

All comments, complaints, or service suggestions must be submitted in writing, when possible, and must include the following information:

- The name and address of the complainant
- The name and address of the Ways to Work employee or site that is the subject of the complaint
- A detailed description of the act or practice that is thought to be unfair or deceptive, or in violation of program procedures, including all relevant facts, dates and copies of any relevant documents.

Feedback Acknowledgement

A submitted comment, complaint or service suggestion to Ways to Work shall receive a response, provided Ways to Work, Inc. receives legible contact information. Ways to Work, Inc. will respond to all formal written complaints sent via mail, email or fax within five business days after receipt of the complaint. The response will be sent using the same delivery mode as it was received, unless otherwise requested.

The entire process of resolving a complaint can take up to 45 business days from the time the initial complaint is acknowledged.

If the grievance is in regards to a denied request for a loan, the client has the right to appeal. In order to appeal a denied loan request, clients must work with their designated agency representative to update and resubmit the application to the local Loan Committee for a second review. For full details and specifics, clients must refer to the appropriate local host agency.



The Ways to Work program is exclusively replicated by member organizations of the Alliance for Strong Families and Communities, a national network of nearly 500 human-serving organizations.

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