

FREQUENTLY ASKED QUESTIONS

- **Can I file a complaint anonymously?**

Yes, you may submit a complaint anonymously. The ability of the Department to respond to the complaint is related to the quality and quantity of the information provided. If we do not have the ability to make inquiries of the complainant, the allegations may be more difficult for the Department to prove. While we make every effort to honor a complainant's request for anonymity, our materials are subject to Open Records Laws.

- **Will my complaint be kept confidential?**

Under Wisconsin's Open Records Law, Wisconsin Statute s.19.35, confidentiality cannot be guaranteed, and in most cases your name will be disclosed to the person or business complained of so they can respond to the matter.

- **What can be the result of filing a complaint?**

Some complaints may be closed after the initial review process. Some complaints will be investigated. The investigation may or may not result in discipline. The range of discipline may include reprimand, suspension, limitation, or revocation of a license.

- **How long, in general, does an investigation take?**

Our goal is to resolve cases within 18 months from the date they are opened for investigation. While a high percentage of cases are resolved prior to 18 months, the time can vary because each case is fact specific. On average, complaints opened for investigation are resolved in less than 11 months from the date received.

- **How do I know if I have a legitimate complaint?**

We encourage you to file a complaint if you have a concern. All complaints are evaluated and a determination is made whether to proceed to investigation.

- **Will the Department be able to get my money refunded?**

The only action the Department is able to take is against the credential of the person or entity. The Department is not a collection agency and is not able to recover funds for complainants who are unhappy with the service that a credential holder has provided or the manner in which it was provided.

HELPFUL INFORMATION

- * In some circumstances the Department may not have the authority or requisite legal basis to investigate a complaint. If we are able to identify the agency that has jurisdiction of the complaint we will refer the matter to that agency for further action. If we cannot identify the appropriate agency, the complaint will be returned to the complainant with a letter of explanation.
- * The Division considers all complaints to be important. If the fields are not filled in properly/ completely and/or information provided with the complaint is insufficient (i.e., lacking records or documents referenced in the complaint), the processing of your complaint may be delayed.