

Integrated Services of Kalamazoo (ISK) - Customer Services
Report of Grievance or Appeal

INSTRUCTIONS: Please provide the information requested below to initiate your complaint.
 You can attach any additional pages you feel are necessary.

For Standard Appeals: We will not be able to process your appeal if a written/signed request is not received within 30 days of your verbal request. We will not be able to continue benefits during an appeal until a written/signed request is received. Please submit this form or send us an e-mail including this information to confirm your appeal in writing.

Send completed form to: **Integrated Services of Kalamazoo (ISK)**
Customer Services Office
 20610 S. Burdick Street
 Kalamazoo, MI 49007-5221

Or fax to: (269) 364-6989
 Or e-mail to: custserv@iskzoo.org *(Please protect with encryption when possible)*

Customer Name:	
Customer phone number:	
Customer address:	
Date of complaint:	
Customer Signature:	

My Grievance or Appeal is about:

Provider/Agency/Staff Name	Service (s)

Please describe why you are filing this complaint:

What is your desired solution:

Date Received by Customer Services: _____ Customer ID#: _____

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~ Naming an Authorized Representative ~

For an Appeal or Grievance, you can name someone to act for you.
 If you would like to name a person/agency to act for you, please complete this page.
 If you will complete the grievance or appeal on your own, you can leave this blank.

Representative Name (please print):	
Relationship to Customer:	
Representative phone:	
Representative address:	

For the Customer:

- By signing below, you agree that the named person/agency above will act on your behalf for the grievance or appeal stated on this form.
- By signing below, you authorize (Insert Agency Name) to disclose your personal information to the authorized representative.
 - We will only release information that relates to the stated grievance or appeal.
 - If the Authorized Representative asks for information not related to the grievance or appeal, we will tell them that we need a full Release of Information (MDHHS-5515) signed by you.
- By signing below, you agree that the named authorized representative will receive any mail or calls related to your grievance or appeal instead of you.
- By signing below, you agree that when the grievance or appeal is resolved, they will no longer be your representative.
 - If you file a new grievance or appeal, you would need to complete this form again to name a representative.

Customer Signature: _____

Date: _____

For the Representative:

- By signing below, you agree to act on behalf of the named customer for the stated grievance or appeal.
- By signing below, you agree to receive personal information of the customer related to the grievance or appeal.
 - If you ask for information not related to the grievance or appeal, we will tell you that we need a full Release of Information (MDHHS-5515) signed by the customer.
- By signing below, you agree to receive any mail or calls related to the grievance or appeal instead of the customer.
- By signing below you agree that when the grievance or appeal is resolved, you will no longer be the customer's representative.
 - If they file a new grievance or appeal and want you to represent them, we would need this form filled out again.

Representative Signature: _____

Date: _____