

Complaints and Concerns Policy. Wadena County residents who have a concern with a County policy or practice, or a complaint to share with the County, are encouraged to address the concern or complaint with the staff person from the department or program from which they are seeking services. Residents who direct their concerns or complaints to a County Commissioner or Department Head, are expected to also follow this procedure. If the staff person is unable to satisfactorily address the concern, a complaint may be filed with the office of the County Coordinator by calling (218) 631-7779

or ryan.odden@co.wadena.mn.us or Wadena County Courthouse, Attn: Ryan Odden, 415 Jefferson South, Wadena, MN 56482. The complaint will be handled in a respectful manner.

The County Coordinator, or someone in the County designated by the County Coordinator, will review the details and facts of the complaint, perform an investigation, as appropriate, and speak with those involved, including the complainant, as applicable. The goal is to respond to the complaint within 5 — 10 business days, however, if more time is needed, the complainant will be so informed of an expected response date.

If the response has not been received within 20 business days, or the response is not satisfactory in some way, the complainant should contact the Chair of the County Board of Commissioners.