

# **Community Connections of Lavaca County**

## **TO FILE A COMPLAINT ABOUT SERVICES**

If you have a concern or complaint about any services we provide, please call or write us at the number and/or address shown below. Community Connections of Lavaca County prohibits discrimination based on disability and will comply with the Americans with Disabilities Act (ADA). We also prohibit discrimination based on race, color, or national origin.

### **Phone Number:**

361-798-4198

### **Mailing Address:**

Community Connections of Lavaca County  
P.O. Box 531  
Hallettsville, Tx 77964

### **Fax Number:**

361-798-4934

## **What to expect from our complaint process**

Community Connections of Lavaca County strives to address all complaints promptly, usually within 72 hours. The complaint will be documented, investigated and a follow up phone call or written communication outlining our findings will be conducted. If the complaint is not resolved, you may request in writing a formal hearing in which you can present your complaint. Your request must be in writing and presented within fifteen (15) days from our follow-up call or written communication addressing your initial complaint. The hearing will be conducted within 30 days following written receipt of your request for a hearing. The decision of the CCLC executive staff and board of directors shall be final and shall be communicated in writing to the complainant within five days from the conclusion of the hearing. All complaints will be handled in a confidential and professional manner.