

# Region 5 Systems Complaint Report

## **INSTRUCTIONS – READ THOROUGHLY BEFORE COMPLETING THIS REPORT**

If the issue being reported involves the Corporate Compliance Officer (Kim Michael), your report must be submitted confidentially to Patrick Kreifels, Regional Administrator.

Your Complaint Report must be submitted within 30 business days after last attempt to informally address concern.

This Complaint Report is a **formal, written grievance** by a person to express dissatisfaction with any aspect of operations, activities, services, or employee behavior at Region V Systems or by its Network Providers for which such grievance cannot be resolved at an informal level. If you have not attempted to address your grievance at an informal level, please disregard completing this Complaint Report until you have done so. **Network Provider grievances** must first be addressed by following the Network Provider's established protocol for written complaints.

### **Exception to the informal attempt(s) process:**

**Whistleblower Complaints** (involving incidents that are illegal, dishonest, waste, fraud, abuse or other wrong doing, or violations of federal, state, or local laws, etc.): Given the serious nature, grievances related to these issues may bypass attempts to resolve at the informal level of resolution.

Today's Date: \_\_\_\_\_ Your Name (print): \_\_\_\_\_

### **If you are not a Region V Systems employee, provide the following:**

Telephone # where you can be reached during the day: ( \_\_\_\_\_ ) \_\_\_\_\_  
E-mail address: \_\_\_\_\_ @ \_\_\_\_\_ ☐ Do not have e-mail.  
Complete mailing address: \_\_\_\_\_

1. **Attach a typed narrative** to explain in detail the circumstances that led to your complaint. Your narrative should include:
  - **Your name** ◦ **Who** was involved? ◦ **What** happened? ◦ **Where** did it happen? ◦ **When** did it happen? ◦ **Why** did it happen?
  - **How did you attempt to resolve this at the lowest level possible?** ◦ **How would you like to see your complaint resolved?**
2. Is there a way to verify/support your complaint (witnesses, documents, etc.)? ☐ Yes ☐ No  
If yes, describe in narrative and attach documentation to support, if applicable.
3. Does this issue impact Region V Systems? ☐ Yes ☐ No If yes, describe: \_\_\_\_\_  
\_\_\_\_\_
4. Does this incident identify any potential causes or trends? (e.g., has this happened before?) ☐ Yes ☐ No ☐ N/A  
If yes, describe when and what happened: \_\_\_\_\_  
\_\_\_\_\_
5. Is the individual(s) whom this complaint is about aware of your concern/issue? ☐ Yes ☐ No ☐ N/A

\_\_\_\_\_  
**Your Signature**

\_\_\_\_\_  
**Date**

### **Where to File Your Report**

Mail or e-mail your report to:  
Kim Michael  
Corporate Compliance Officer  
Region 5 Systems  
3600 Union Drive, Lincoln, NE 68516  
[kmichael@region5systems.net](mailto:kmichael@region5systems.net)

### **Questions?**

Contact Kim Michael at:  
[kmichael@region5systems.net](mailto:kmichael@region5systems.net)  
402-441-4350

### **Next Steps**

You will be notified by e-mail (or by letter if no e-mail is listed) to confirm that your report was received and if additional information is needed.