

## Who Can Contact an Ombudsman?

Residents aged 60 and over who live in licensed or certified long-term care settings

Persons aged 60 and over who are in the Family Care, Family Care Partnership, PACE, or IRIS programs

Families, friends, or legal decision-makers of long-term care consumers

Staff working in long-term care settings, managed care organizations (MCOs), staff of IRIS ICAs or FEAs

Aging and Disability Resource Centers, Adult Protective Services staff and other community agency advocates

Anyone who has questions or concerns about the rights of long-term care consumers, or who suspects that a long-term care consumer is not receiving proper care or treatment

Ombudsman services are free of charge. All complaints are kept confidential.

**1-800-815-0015**

**[boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)**



State of Wisconsin

Board on Aging and Long Term Care

Ombudsman Program

1402 Pankratz Street, Suite 111

Madison, WI 53704-4001

Toll-free: 1-800-815-0015

Fax: 1-608-246-7001

Online complaints: [boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)

Website: [longtermcare.wi.gov](http://longtermcare.wi.gov)

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## State of Wisconsin Board on Aging and Long Term Care

Long-Term Care  
Ombudsman Program

A Voice for Long-Term Care Consumers  
Aged 60 and Over



**Protecting rights guaranteed under  
state and federal law**

**Language translation services  
available**