

**WAC 388-818-0400 What documents must ODHH keep for complaints?**

(1) ODHH must keep a record of all complaints about the quality of relay services.

(2) The complaint document must show at least:

(a) The name, phone number and address of the complainant;

(b) The nature and date of the complaint;

(c) Actions taken; and

(d) The final disposition of the complaint.

(3) These records must be maintained in a suitable place, readily available for FCC review.

(4) ODHH and the relay service provider must retain correspondence and records of complaints for a minimum of two years.

[Statutory Authority: RCW 43.20A.725, 43.20A.720, 2001 c 210. WSR 03-05-100, § 388-818-0400, filed 2/19/03, effective 3/22/03.]