

**WAC 204-91A-110 Complaints.** (1) Complaints received by the patrol involving registered tow truck operators will be forwarded to the department, along with the results from any complaint investigation and other supporting documents.

(2) The patrol will investigate all complaints involving deficient equipment of a registered tow truck operator.

(3) The patrol will investigate all complaints that a letter of appointment holder has failed to comply or no longer complies with any requirement or provision of law or this chapter.

(4) Complaints investigated by the patrol will be reviewed by the chief or designee before being forwarded to the department.

(5) A complete copy of all complaints investigated by the patrol will be kept on file in accordance with applicable records retention requirements.

[Statutory Authority: RCW 46.55.115. WSR 17-10-029, § 204-91A-110, filed 4/26/17, effective 5/27/17. Statutory Authority: RCW 46.37.005, 46.55.050, and 46.55.115. WSR 09-09-118, § 204-91A-110, filed 4/21/09, effective 5/22/09. Statutory Authority: RCW 46.37.005 and 46.55.050. WSR 94-18-083, § 204-91A-110, filed 9/2/94, effective 10/3/94. Statutory Authority: RCW 46.35.005 [46.37.005]. WSR 89-14-015 (Order 89-04-ESR), § 204-91A-110, filed 6/23/89.]