

Chapter 110-09 WAC
COMPLAINT RESOLUTION
(Formerly: Chapter 388-39A WAC)

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WAC

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DISPOSITION OF SECTIONS FORMERLY CODIFIED IN THIS CHAPTER

110-09-0040 What happens if the complaint is not resolved at the regional level? [WSR 18-14-078, re-codified as § 110-09-0040, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 74.13.045. WSR 01-06-041, § 388-39A-040, filed 3/5/01, effective 4/5/01.] Repealed by WSR 20-15-066, filed 7/13/20, effective 8/13/20. Statutory Authority: 2017 c 6.

WAC 110-09-0010 What definitions apply to the department's child welfare services complaint resolution process? "Complaints office" or "constituent relations" means the office within the department responsible for handling complaints regarding child welfare services.

"Department" means the department of children, youth, and families.

"LD" means the licensing division, a division of DCYF responsible for licensing or certifying child care homes and facilities under the authority of chapter 74.15 RCW.

[Statutory Authority: 2017 c 6. WSR 20-15-066, § 110-09-0010, filed 7/13/20, effective 8/13/20. WSR 18-14-078, recodified as § 110-09-0010, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 74.13.045. WSR 01-06-041, § 388-39A-010, filed 3/5/01, effective 4/5/01.]

WAC 110-09-0020 How does the department resolve complaints? The constituent relations staff assists clients, foster parents, and other affected individuals in resolving complaints and grievances regarding department policies and procedures, or the application of a policy or procedure related to the department's programs. Under RCW 74.13.045, the constituent relations staff may inquire into, determine fact, and facilitate the resolution of disputes and complaints.

[Statutory Authority: 2017 c 6. WSR 20-15-066, § 110-09-0020, filed 7/13/20, effective 8/13/20. WSR 18-14-078, recodified as § 110-09-0020, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 74.13.045. WSR 01-06-041, § 388-39A-030, filed 3/5/01, effective 4/5/01.]

WAC 110-09-0030 What is the process for resolving complaints?

(1) After making a reasonable effort to resolve a complaint with a caseworker or licenser, a client, foster parent, or community member may contact the constituent relations office to request assistance.

(2) The constituent relations staff will assist the complainant in reviewing the complaint with the assigned caseworker or licenser to arrive at a resolution.

(3) If the complaint cannot be resolved with the caseworker or licenser, the constituent relations staff will assist the complainant in reviewing it with the supervisor of the caseworker or licenser for resolution.

(4) If the complaint cannot be resolved with the supervisor, the constituent relations staff will assist the complainant in reviewing the complaint with the supervisor's area administrator for resolution.

(5) If the complaint cannot be resolved with the area administrator, the constituent relations staff will assist the complainant in reviewing it with the appropriate LD senior administrator.

(6) If the constituent relations staff determines at any time during the complaint resolution process that the department's actions were consistent with agency policy and procedures based on complete and correct information regarding the complainant's situation, the constituent relations staff will terminate the resolution process and close the complaint.

[Statutory Authority: 2017 c 6. WSR 20-15-066, § 110-09-0030, filed 7/13/20, effective 8/13/20. WSR 18-14-078, recodified as § 110-09-0030, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 74.13.045. WSR 01-06-041, § 388-39A-035, filed 3/5/01, effective 4/5/01.]

WAC 110-09-0050 Does the complaint resolution process apply to all complaints? (1) The complaint resolution process does not apply to complaints for which the complainant has the right to seek resolution through judicial review or an adjudicative proceeding under Title 13, 26, or 74 RCW.

(2) The process also does not apply to contract rate setting, contested rate payments, exceptional cost rates, disputes or decisions regarding written personal service contracts, or financial agreements.

[WSR 18-14-078, recodified as § 110-09-0050, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 74.13.045. WSR 01-06-041, § 388-39A-045, filed 3/5/01, effective 4/5/01.]

WAC 110-09-0060 Is the complaint resolution process the only way to resolve a complaint? Participation in the complaint resolution process does not affect the right of any person to seek other remedies.

[WSR 18-14-078, recodified as § 110-09-0060, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 74.13.045. WSR 01-06-041, § 388-39A-050, filed 3/5/01, effective 4/5/01.]

WAC 110-09-0070 What rights do complainants have under the complaint resolution process? (1) Under RCW 74.13.045, the complaint resolution process does not create substantive or procedural rights for any person.

(2) Participation in the complaint resolution process does not entitle any person to an adjudicative proceeding under chapter 34.05 RCW or to superior court review.

[WSR 18-14-078, recodified as § 110-09-0070, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 74.13.045. WSR 01-06-041, § 388-39A-055, filed 3/5/01, effective 4/5/01.]

WAC 110-09-0080 Do constituent relations staff only handle complaints? In addition to complaint resolution, CA constituent relations staff also provide information about children's administration programs, policies, and procedures and information about other complaint resolution resources, including the office of the family and children's ombudsman.

[WSR 18-14-078, recodified as § 110-09-0080, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 74.13.045. WSR 01-06-041, § 388-39A-060, filed 3/5/01, effective 4/5/01.]