

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 licensor, 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 licensor to arrive at a resolution.

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