

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.]