

**Chapter 388-426 WAC
CLIENT COMPLAINTS**

Last Update: 6/29/16

WAC

388-426-0005 How do I make a complaint to the department?

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If you do not agree with a decision we made or an action we took, you can make a complaint. We address your concerns based on the nature of your complaint.

Civil Rights:

(1) We will not discriminate based on your race, color, national origin, sex, age, disability, religion, or political beliefs. This agrees with:

(a) Federal law and policy of the United States Department of Agriculture (USDA) and the United States Department of Health and Human Services (HHS) that ban discrimination based on race, color, national origin, sex, age or disability; and

(b) The Food and Nutrition Act of 2008 and USDA policy, which bans discrimination on religion or political beliefs.

(2) To file a complaint that we discriminated based on your race, color, national origin, sex, age, disability, religion, or political beliefs, contact USDA or HHS:

Write:	
USDA	HHS
Director, Office of the Assistant Secretary for Civil Rights	Director, Office for Civil Rights
1400 Independence Avenue, S.W.	Room 506-F
Washington, D.C. 20250-9410	200 Independence Avenue, S.W.
	Washington, D.C. 20201
Or call:	
USDA	HHS
(866) 632-9992 (voice); or	(202) 619-0403 (voice); or
(800) 877-8339 (TTY).	(202) 619-3257 (TTY).
USDA and HHS are equal opportunity providers and employers.	

Complaints about our decisions or actions:

(3) If you do not agree with a decision we made or an action we took, you may use our complaint process:

(a) **Supervisor review:** You may give a supervisor a written complaint. We will:

(i) Make a decision about your written complaint within ten days of the date we get it; and

(ii) Send you a letter telling you what we decided and that you may have another review by the local office administrator if you ask for it.

(b) **Administrator review:** If you do not accept the decision you get from a supervisor, you may give the local office administrator a written complaint. We will:

- (i) Make a decision about your written complaint within ten days of the date we get it; and
- (ii) Send you a letter telling you what we decided.
- (4) When we send you a letter with the administrator's decision, this ends the complaint process.
- (5) If you file a written complaint, you may still ask for a fair hearing under chapter 388-02 WAC.
- (6) You may always speak with your worker's supervisor or have them review your worker's decision even if you do not file a formal complaint.

[Statutory Authority: RCW 74.04.050, 74.04.055, 74.04.057, 74.04.510, 74.04.515, 74.08.090. WSR 16-14-049, § 388-426-0005, filed 6/29/16, effective 7/30/16; WSR 06-10-057, § 388-426-0005, filed 5/1/06, effective 6/1/06. Statutory Authority: RCW 74.04.050, 74.04.055, 74.04.057. WSR 04-03-050, § 388-426-0005, filed 1/15/04, effective 2/15/04. Statutory Authority: RCW 74.08.090 and 74.04.510. WSR 99-17-025, § 388-426-0005, filed 8/10/99, effective 10/1/99. Statutory Authority: RCW 74.04.050, 74.04.055, 74.04.057 and 74.08.090. WSR 98-16-044, § 388-426-0005, filed 7/31/98, effective 9/1/98.]