Home and Community-Based Services Grievances Roadmap

To file a grievance, visit the HCBS webpage.

How to file a grievance about your HCBS, received through the Home and Community Living or Developmental Disability Administrations.

What is a grievance?

A grievance is a concern about things like your care plan, paid providers, state staff, or home setting.

You can file a grievance even if you do not want the state to take any action.

What are some examples of a grievance?

- Provider did not treat me with respect.
- Services are late, not working right, or missed.
- Communication problems with my provider or case manager that cannot be resolved.

Who can file a grievance?

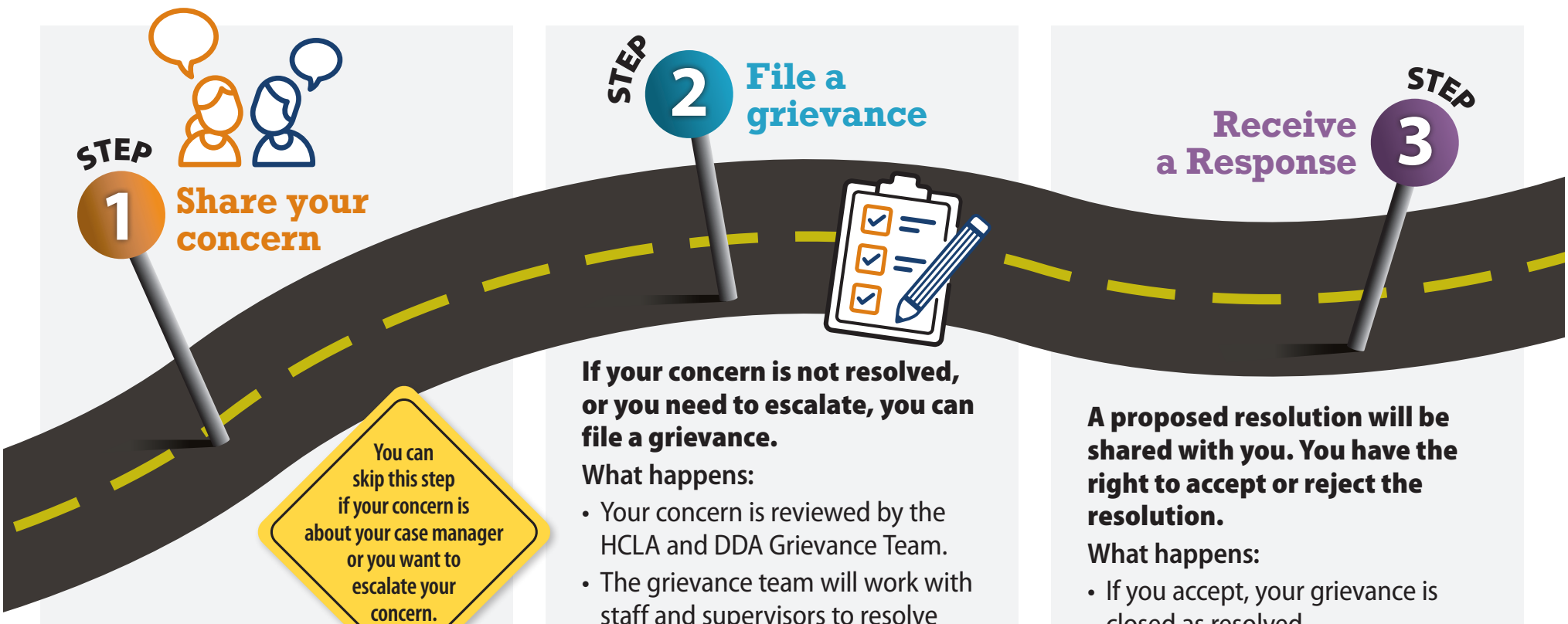
Individuals receiving services, family, authorized representatives, and advocates.

To file you must:

- Get (or used to get) HCLA or DDA services.
- Have (or had) a written care plan.

How can I file a grievance?

- Online: access.dshs.wa.gov
- By Phone: 1-800-737-0617
- By Email: grievances@dshs.wa.gov
- By Mail:
  HCLA / DDA
  Attn: Grievances
  PO Box 45600
  Olympia, WA 98504-5600
- In-Person: www.dshs.wa.gov/office-locations
- Ask any HCLA or DDA staff person for help.



STEP 1 Share your concern

You can skip this step if your concern is about your case manager or you want to escalate your concern.

Contact your Case Manager

- Your concern is reviewed.
- Your case manager will work with you to resolve the issue.
- You will receive a response from your case manager.

STEP 2 File a grievance

If your concern is not resolved, or you need to escalate, you can file a grievance.

What happens:

- Your concern is reviewed by the HCLA and DDA Grievance Team.
- The grievance team will work with staff and supervisors to resolve your concern.
- A resolution will be proposed to you.

We will work to resolve grievances as soon as possible.

No one should treat you unfairly because you filed a grievance. Grievances are treated confidentially, and retaliation will not be tolerated.

STEP 3 Receive a Response

A proposed resolution will be shared with you. You have the right to accept or reject the resolution.

What happens:

- If you accept, your grievance is closed as resolved.
- If you reject, your grievance is reviewed by grievance program leadership.

If you reject, leadership will review within 14 days of your request.

Allegations of abandonment, abuse, neglect, exploitation, and financial exploitation must be reported to Adult Protective Services, the Complaint Resolution Unit, or Child Protective Services as appropriate. Click https://www.dshs.wa.gov/altsa/home-and-community-services/report-concerns-involving-vulnerable-adults to make a report online.

DSHS Washington State Department of Social and Health Services

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