

# Roadmap to Resolution

Follow the path to file a complaint about your DDA services

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## Who can file a complaint?

- Clients, family, legal representatives, and advocates

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## What are some examples of questions?

- How do I get a job?
- Who is my case manager?
- My needs are not being met, how can DDA help me?

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## Where do I file a complaint about my DDA services?

- If you live in a Community Residential setting, contact your case manager or social worker here: [dshs.wa.gov/dda/find-dda-office](https://dshs.wa.gov/dda/find-dda-office)
- If you live in a Residential Habilitation Center, contact your Habilitation Plan Administrator or the RHC Grievance Officer here: [dshs.wa.gov/dda/find-dda-office](https://dshs.wa.gov/dda/find-dda-office)

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## What happens next?

- We will respond to your message within two business days. If we do not have an answer, we will explain why it may take longer.

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## What are some examples of complaints?

- I was not treated fairly.
- It takes too long for my services to start.
- My question was never answered.

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## What if I need more help? What can I do?

- You can raise your complaint to a higher level by using the map on the other side or you can email DDA Headquarters DDA Constituent Referrals: [DDAConstituentReferrals@dshs.wa.gov](mailto:DDAConstituentReferrals@dshs.wa.gov)

## You can submit a question or file a complaint many ways

- Face to face
- Phone call
- Email
- Online



[dshs.wa.gov/dda/how-file-complaint-dda](https://dshs.wa.gov/dda/how-file-complaint-dda)

\*\*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. To make a report, call **866-END-HARM** or **866-363-4276**



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