



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: CONFLICT RESOLUTION POLICY 6.15

Authority: RCW 71A
Chapter 275-26 WAC

PURPOSE

This policy outlines procedures to be used by residential vendors in resolving conflicts which might arise with staff of the Division of Developmental Disabilities (DDD) in the course of providing services to clients.

SCOPE

This policy covers all residential vendors contracted by DDD.

POLICY

Conflicts regarding residential services will be resolved in as timely and efficient manner as possible.

PROCEDURES

- A. If a residential vendor disagrees with DDD Field Services staff about a residential service issue, the vendor will seek resolution in the following manner:
 - 1. The vendor will contact the regional manager and arrange a conference to discuss and attempt to resolve the issue. The regional manager will arrange the conference within ten (10) working days unless mutually agreed otherwise. If requested by the vendor, the regional manager will provide a written response regarding the outcome (s) of the conference within ten (10) working days following the conference.

2. In all cases it is expected that every effort will be made to resolve issues satisfactorily at the regional level. If resolution cannot be reached in conference with the regional manager, the vendor may request a conference with the division director. Any conference between a vendor and the division director for the purpose of conflict resolution shall include participation of the regional manager involved. A final decision will be the responsibility of the division director.

B. Contract Issues

Nothing in this policy precludes the vendor's exercise of his/her legal and contractual rights. Any dispute which might arise between a residential vendor and the division regarding an issue covered in the contract's dispute resolution provision (s): the "ORDER OF PRECEDENCE" clause in the Special Terms and Conditions contained in the text of the contract and the DISPUTES clause in the General Terms and Conditions attached to the contract as Exhibit "B."

SUPERSESSSION

Division Policy Directive: 6.15

Issued June 1, 1993

Approved: /s/ Norm Davis
Director, Division of Developmental Disabilities

Date: 2/14/1994