

Client Complaint Policy

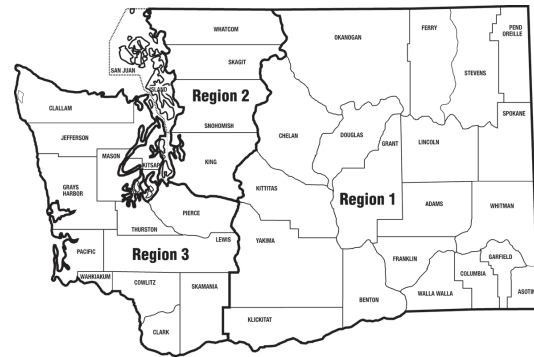
We want to hear from you.



**PLEASE HELP US
serve you better**

We are constantly striving to improve. Despite our best efforts, problems can still occur. If you have a concern or complaint about the supports and services you receive, we need to hear from you.

Where is DDA located?



Region 1

1-800-462-0624
TTY (509) 568-3038
1611 W. Indiana Ave.
Spokane, WA 99205-4221
Phone (509) 329-2900

Region 2

1-800-788-2053
TTY (360) 714-5002
840 N. Broadway
Bldg. A., Suite 100
Everett, WA 98201-1288
Phone (425) 339-4833

Region 3

1-800-248-0949
TTY (253) 572-7381
1305 Tacoma Ave. S.
Suite 300
Tacoma, WA 98402
Phone (253) 404-5500

Region 1

1-800-822-7840
TTY (509) 454-4321
3700 Fruitvale Blvd.
Suite 200
Yakima, WA 98909-2500
Phone (509) 225-4620

Region 2

1-800-314-3296
TTY (206) 720-3325
1700 E. Cherry St. #200
Seattle, WA 98122
Phone (206) 568- 5700

Region 3

1-800-339-8227
TTY (360) 586-4719
Point Plaza East
Bldg. 2, 3rd Floor
6860 Capitol Blvd. SE
Olympia, WA 98504-5315
Phone (360) 725-4250



Transforming lives

DSHS 22-1113 (Rev. 10/17)



Transforming lives

What complaints will DDA help me resolve?

The Developmental Disabilities Administration (DDA) will help resolve complaints about the services and staff providing services for you or a family member.

Complaints are sent to the Case Resource Manager/Social Worker first, unless requested to be handled by someone else.

What to do if you have a complaint

- 1 Call your Case Resource Manager/Social Worker and tell them that you want to make a complaint.
- 2 If your Case Manager/Social Worker cannot help you within 10 business days, they will offer to have a supervisor assist.
- 3 If the supervisor is unable to resolve your concerns within 10 business days, they will ask if you want to make a formal complaint.
- 4 To make a formal complaint, the supervisor will help you contact the DDA Regional Administrator's Office.

Nondiscrimination

It is DSHS's policy that persons shall not be discriminated against (in employment or service) because of race, color, creed, religion, national origins, sexual orientation, age, gender, presence of any sensory, mental or physical disability, use of a trained dog guide or service animal by a person with a disability, or veteran status.

For more information,
visit the DDA website at:
www.dshs.wa.gov/dda

Formal Complaint Process

- 1 When you call or send a written request to the DDA Regional Office, you will hear back from the person assigned to help you with your complaint.
- 2 If that person is unable to resolve your complaint within 10 business days, they will ask you if you want to have your complaint sent to DDA Headquarters for final resolution.
- 3 To send your complaint to DDA Headquarters, either the Region will forward the information to the Office of Quality Programs and Services, or you may call directly.
- 4 The Office of Quality Programs and Services will review the concerns, make a determination, and contact you with its final decision.

The Department of Social and Health Services encompasses several administrations bound by a single mission: to transform lives. To do that, the agency's Developmental Disabilities Administration focuses on providing support and fostering partnerships that empower people to live the lives they want.

There are also OTHER WAYS to let your concerns be known

- If you suspect ABUSE, NEGLECT or FINANCIAL EXPLOITATION of a child or vulnerable adult, call **1-866-363-4276 (1-866-END-HARM)** immediately and your information will be forwarded to the appropriate staff person.
- If you have a complaint about a nursing home, call the Complaint Resolution Unit at **1-800-562-6078**.
- If you have a complaint about an adult family home, assisted living or group home, call the Long Term Care Ombudsman at **1-800-562-6028**.
- If you have a complaint about a DDA Residential Habilitation Center (RHC) or a State Operated Living Alternatives (SOLA), call the DDA Regional Office.
- If you have a complaint about someone sharing your health information, contact:

DSHS Privacy Officer
Office of the Secretary
PO Box 45115
Olympia WA 98504-5115

