

Roadmap to Resolution

Follow the path to file a complaint about your DDA services

1

Who can file a complaint?

- Clients, family, legal representatives, and advocates

1

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?

2

2

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
- 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

3

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.

3

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.

4

4

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

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

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**



Transforming lives

DSHS 22-1890 (6/2022)

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