

Washington State
Developmental Disabilities Council
Helping people with developmental disabilities build better lives

Policy No. 401

Complaint Resolution Procedure for Council Members

Adopted: July 16, 1999

What is a complaint?

It goes without saying that conflicts and disagreements will occur between people. It is the Council's intent that such conflicts be worked out on a one to one, individual basis, with the help of a mediator, if necessary.

The Council acknowledges that sometimes such conflicts cannot be worked out, even given the good faith of the parties. A party may still seek resolution if the conflict or disagreement rises to the level of a complaint.

A complaint which comes before the Council must be based on facts which allege a violation of federal law (e.g., the ADA or the DD Act) state law or authority (e.g. Council Executive Order) or Council Policy (e.g. Council Charter, Council Policy).

For example, a complaint is not simply a disagreement between two parties, i.e., one person thinks another talks too much at a meeting. A complaint is more serious in nature, i.e. one feels that reasonable accommodation is not provided to allow him/her to participate fully at the meeting.

Procedure

Any member may make a complaint to the Governance Committee. The complaint shall be written or recorded and delivered to the Governance Committee Chair through the U.S. Mail. The complaint shall include information regarding alternative format for communication if there is such a need. The request for an alternative format of communication will be honored by the Governance Committee unless it constitutes a financial hardship as defined in the Americans with Disabilities Act.

Within ten working days of receipt of the complaint the Governance Committee Chair shall acknowledge, in writing or alternative format if requested, receipt of the complaint to the person filing the complaint.

The Committee Chair shall begin the investigation by consulting with the Council Chair and the Executive Director to determine any potential legal issues and, through the Executive Director seek the advice of the Council's Assistant Attorney General. The Committee Chair shall then outline a proposed "Course of Action" for Committee consideration.

At the next Committee meeting following receipt of the complaint, the Committee Chair shall present to the Committee the "Course of Action." The Committee shall accept or modify the "Course of Action." Upon reaching agreement, the Committee, through the Committee Chair, shall present the "Course of Action" to the parties and seek their mutual agreement.

Once agreement is reached, the Committee Chair shall order the "Course of Action" implemented.

The "Course of Action" shall, at a minimum, contain a timeline, a date when resolution is expected, who is to be involved, how information is to be collected, due process procedures for the parties, and the format to be used to present the final report.

The Committee, when examining the complaint, shall conduct all sessions in Executive Session pursuant to RCW 42.30.110 (f).

All actions shall be consistent with existing state law or policy, if such exists pertaining to the area in question. In some cases, the Committee may refer the complaint to the properly appointed authority in accordance with state law.

A report shall be presented to the Committee, consistent with the timeline in the course of action. If the Committee is called upon to make a determination, the members shall consider the grounds of the complaint and the facts of the case as presented by both parties. Once the committee has rendered its decision, it shall be transmitted to all parties concerned within ten working days after the meeting.

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