Roadmap to Resolution

Follow the path to file a complaint about your DDA services



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?



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.

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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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: <u>dshs.wa.gov/dda/</u> <u>find-dda-office</u>
- If you live in a Residential Habilitation Center, contact your Habilitation Plan Administrator or the RHC Grievance Officer here: <u>dshs.wa.gov/dda/find-</u> <u>dda-office</u>

You can submit a question or file a complaint many ways

Face to face
Phone call

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• Fmail

dshs.wa.gov/dda/how-filecomplaint-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**

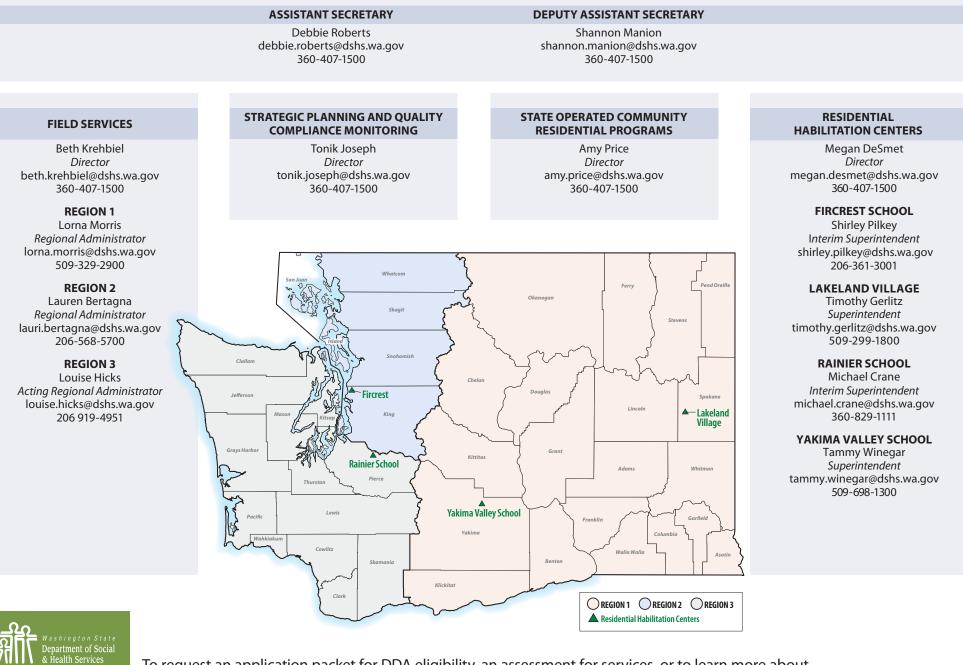
What if I need more help? What can I do?

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 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: <u>DDAConstituentReferrals@</u> <u>dshs.wa.gov</u>



DEVELOPMENTAL DISABILITIES ADMINISTRATION CONTACTS



Transforming lives

To request an application packet for DDA eligibility, an assessment for services, or to learn more about DDA's services and resources, go to dshs.wa.gov/dda/service-and-information-request