# **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** 

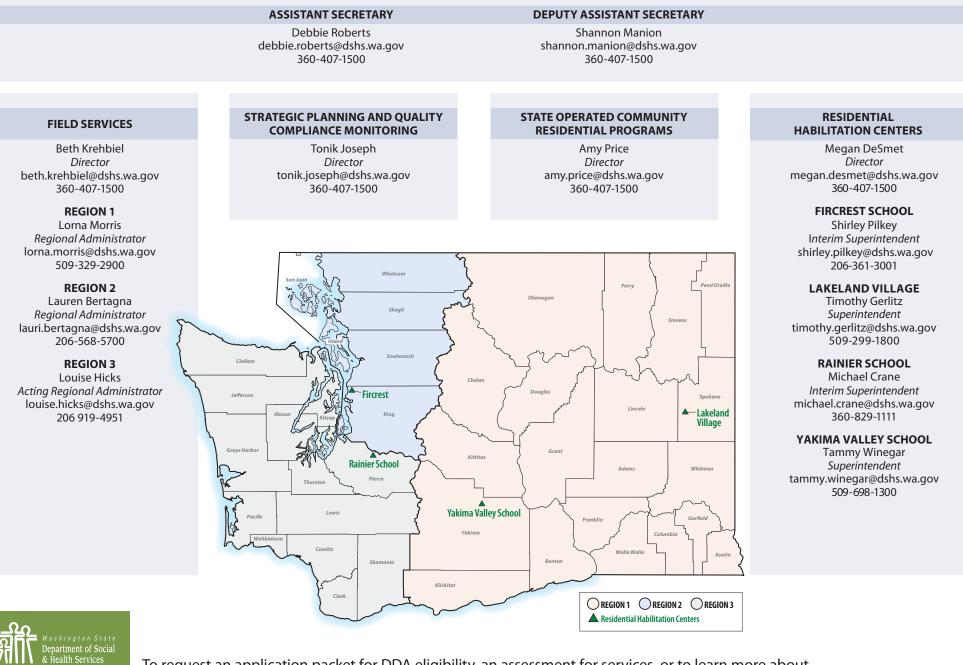
## What if I need more help? What can I do?

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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**



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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