

How do I make a complaint?

WAC 388-426-0005

Civil Rights: DSHS should not discriminate based on your race, color, national origin, sex, age, disability, religion, or political beliefs. This agrees with:

Federal law and policy of the United States Department of Agriculture (USDA) and the United States Department of Health and Human Services (HHS) that ban discrimination based on race, color, national origin, sex, age or disability; and the Food Stamp Act and USDA policy, which bans discrimination on religion or political beliefs. To file a complaint that you were discriminated against based on your race, color, national origin, sex, age, disability, religion, or political beliefs, contact:

Write:

USDA
Director, Office of Civil Rights
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410

HHS
Director, Office for Civil Rights
Room 506-F
200 Independence Avenue, S.W.
Washington, D.C. 20201

Or call:

USDA
(800) 795-3272 (voice); or
(202) 720-6382 (TTY).
USDA and HHS are equal opportunity
providers and employers.

HHS
(202) 619-0403 (voice); or
(202) 619-3257 (TTY).

If you write a complaint to DSHS, they should follow these steps.

Supervisor review: You may give a supervisor a written complaint. DSHS should send you a letter telling you what they decided and that you may have another review by the local office administrator if you ask for it.

Administrator review: If you do not accept the decision you get from a supervisor, you may give the local office administrator a written complaint. The administrator should make a decision about your written complaint within ten days and send you a letter telling you what they decided.

If you file a written complaint, you may still ask for a fair hearing. You may always speak with your worker's supervisor or have them review your worker's decision even if you do not file a formal complaint.

We created a form to make it easy for you to send a written complaint. Please call us if you need help writing or sending it, if you do not get a response in 10 days, or are not satisfied with the administrator's decision.

POWER – Parents Organizing for Welfare and Economic Rights

701 Franklin Street SE, Olympia, WA 98501

360-352-9716 toll free 1-866-343-9716 welfarerights@riseup.net

<http://www.myspace.com/parentsorganizing>

COMPLAINT FORM

Date: _____ DSHS Office and City: _____

Caseworker: _____

What happened: _____
