



STATE OF WASHINGTON  
DEPARTMENT OF CORRECTIONS

APPLICABILITY  
**PRISON/REENTRY/FIELD**  
FACILITY/SPANISH MANUALS

REVISION DATE  
3/6/25

PAGE NUMBER  
1 of 7

NUMBER  
**DOC 550.100**

**POLICY**

TITLE  
**RESOLUTION PROGRAM**

**REVIEW/REVISION HISTORY:**

|                                |                  |
|--------------------------------|------------------|
| Effective: 3/10/83 DOC 700.100 | Revised: 3/15/07 |
| Revised: 9/1/85                | Revised: 3/4/09  |
| Revised: 4/15/89 DOC 550.100   | Revised: 3/1/12  |
| Revised: 12/15/89              | Revised: 3/18/13 |
| Revised: 12/15/93              | Revised: 1/3/18  |
| Revised: 10/28/99              | Revised: 3/31/21 |
| Revised: 3/1/05                | Revised: 1/24/22 |
| Revised: 9/22/06 AB 06-010     | Revised: 3/6/25  |

**SUMMARY OF REVISION/REVIEW:**


Major changes including updated processes and responsibilities. Read carefully!

**APPROVED:**

Signature on file

\_\_\_\_\_  
**TIM LANG**, Secretary  
Department of Corrections

1/30/25  
Date Signed

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|   | <b>TITLE</b><br><b>RESOLUTION PROGRAM</b>                                       |                              |                                     |

**REFERENCES:**


DOC 100.100 is hereby incorporated into this policy; [RCW 9A.44.160](#); [RCW 42.56](#); [WAC 137-08](#); [WAC 137-25-030](#); DOC 280.525 Records Management; DOC 310.000 Orientation at Men's Prisons; DOC 450.500 Language Services for Limited English Proficient Individuals; DOC 490.850 Prison Rape Elimination Act (PREA) Response; DOC 690.400 Individuals with Disabilities; DOC 850.010 Administrative Investigations; DOC 910.000 Orientation at Women's Prisons; [Resolution Program Handout](#); [Resolution Program Manual](#); [Records Retention Schedule](#)

**POLICY:**

- I. The Department has established a Statewide Resolution Program to address concerns raised by individuals under the Department's jurisdiction, promote healthy communication, reduce tension and violence, and support a safe and respectful correctional environment.
- II. The resolution process will provide efficient and timely responses to resolution requests submitted by individuals.
- III. Resolution requests alleging sexual misconduct will be forwarded immediately to the applicable authority per DOC 490.850 Prison Rape Elimination Act (PREA) Response and will not be reviewed through the resolution process.
- IV. Disability accommodation requests will be processed per DOC 690.400 Individuals with Disabilities.

**DIRECTIVE:**

- I. Confidentiality
  - A. Statewide Resolution Program documents are confidential and must be stored securely. Documents will only be disclosed on a need-to-know basis for necessary Department purposes.
  - B. Resolution documents, records, reports, and other information will be subject to public disclosure provisions per RCW 42.56 and WAC 137-08.
- II. General Requirements
  - A. The Resolution Program Manual will provide detailed information about the process to include:
    1. How to submit a request
    2. Concerns that are accepted/not accepted

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3. Levels of review
4. Response timeframes
5. The appeal process
6. How to address employee/contract staff/volunteers conduct concerns.

B. Facilities will maintain the Resolution Program Manual in locations accessible to individuals, including:

1. The library, law library, and living units in Prisons
2. The lobby of Reentry Centers and Field Offices
3. On the individual's media tablet

C. Information regarding the resolution process will be provided during orientation per DOC 310.000 Orientation at Men's Prisons and DOC 910.000 Orientation at Women's Prisons, and individuals will be provided the Resolution Program Handout during initial intake.

### III. Responsibilities

A. Individuals are encouraged to resolve concerns informally and at the lowest level before filing a resolution request.

B. Prisons will designate an employee(s) as the Resolution Specialist.

1. The Health Services Administrator (HSA) will designate a health services resolution request specialist for each facility.


C. In Reentry Centers and Field Offices, the Reentry Center Manager (RCM)/Community Corrections Supervisor (CCS) will act as the Resolution Specialist.

D. In Prisons and Reentry Centers, the Superintendent/RCM will designate:


1. Alternate Resolution Specialist(s) for absences exceeding 3 days, and
2. Employee(s)/contract staff who will process emergent requests after business hours.

E. The Resolution Specialist will:

1. Provide orientation to individuals.
2. Ensure all employees assigned to a review have successfully completed required training.
3. Ensure resolution requests are picked up at least twice per week.

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4. Coordinate reviews and ensure responses are completed per Resolution Program Manual standards.
  5. Ensure individuals are interviewed at least once prior to completing a Level III response.
  6. Ensure employees complete DOC 05-311 Resolution Review Report when assigned a resolution review.
  7. Request and preserve surveillance videos related to an incident. Videos must be uploaded to the digital, cloud-based storage system which will only be shared with:
    - a. The Superintendent/designee,
    - b. The appropriate Appointing Authority, and
    - c. Employees/contract staff assigned to the associated review.
  8. Provide a monthly update to the Appointing Authority detailing trends and concerns.
  9. Ensure the Appointing Authority/designee is notified when there is evidence supporting an allegation of employee/contract staff misconduct or retaliation per the Resolution Program Manual.
  10. Ensure documents are translated for limited English proficiency individuals per DOC 450.500 Language Services for Limited English Proficient Individuals.
  11. Ensure equal access for individuals with documented ADA accommodations per DOC 690.400 Individuals with Disabilities.
  12. Supervise the Resolution Peer Support Program per the Resolution Program Manual.
- F. The Superintendent/RCM/CCS/HSA will:
1. Evaluate Level II reviews for accuracy.
  2. Establish a plan to provide support to the facility Resolution Program to ensure timely responses to concerns.
  3. Review data and information provided by Resolution Specialists.

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4. Ensure allegations regarding employee/contract staff misconduct/retaliation are investigated per DOC 850.010 Administrative Investigations.


G. The Statewide Senior Administrator of Resolutions/designee will:

1. Review and update the Resolution Program Manual as needed and ensure it is posted on the Department's website and the individual's media tablet.
2. Provide training to the Resolution Specialists.
3. Respond to appeals of resolution requests that were not accepted.
4. Review health services resolution rewrites, administrative withdrawals, and Not Accepted appeals.
5. Ensure facilities are maintaining the Resolution Program Manual appropriately.
6. Conduct an annual audit of resolution programs in Prisons and Reentry Centers.
7. Provide resources to support Resolution Specialists (e.g., Power BI Dashboard, SharePoint).


IV. Resolution Process

A. Individuals will use DOC 05-165 Resolution Request to address concerns.

1. If a request is emergent, individuals will submit it to an employee/contract staff who will document the date and time and immediately notify the Resolution Specialist/Health Services Resolution Specialist/designee.
  - a. Emergency resolution requests will be addressed per the Resolution Program Manual.
  - b. A response will be provided to the individual within one hour of submission using DOC 05-164 Emergency Resolution Request Response.
  - c. For health services emergency requests individuals will be evaluated in person. For stand-alone Level 2 facilities, the individual may be evaluated by telephone.

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2. For non-emergent requests in Prisons, Reentry Centers, and Field Offices, individuals will place the request in the resolution box.
    - a. If a resolution box is not available, individuals may request an envelope.
    - b. All emergency resolutions placed in the resolution box will be treated as non-emergent.
  3. For individuals on community supervision, request form(s) will be submitted to the appropriate CCS or mailed to the Statewide Senior Administrator of Resolutions.
- B. Resolution request forms may be obtained from employees and will be available in locations accessible to individuals (e.g., living units, library).
- C. Formal reviews will be documented using DOC 05-311 Resolution Review Report.
1. When the assigned employee/contract staff cannot meet a response due date, the Resolution Specialist will send DOC 05-171 Notification of Time Extension and new due date.
- D. Individuals may appeal a Level 0, Level I, or Level II resolution response using DOC 05-165 Resolution Request.
1. Responses will be provided on the following forms:
    - a. DOC 05-166 Level I Resolution Response
    - b. DOC 05-168 Level II Resolution Response
    - c. DOC 05-169 Level III Resolution Response
  2. Level III responses are the final level of review and cannot be appealed.
- V. Misuse of the Resolution Program
- A. Misuse of the program occurs when an individual submits:
1. Multiple resolution requests or appeals, taking their active total over the allowable limit of 5.
    - a. Exceptions may be made for health services concerns.
  2. Multiple duplicate resolution requests, appeals, kiosk messages, kites, or correspondence concerning the same issue/incident.

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- B. The Resolution Specialist will coordinate with the headquarters Resolution Unit and will:
  - 1. Meet with the individual and issue a courtesy notification letter reminding the individual of the program limits.
  - 2. Issue a formal warning using DOC 05-173 Notification of Resolution Program Misuse, as required.
- C. If misuse continues, the Headquarters Resolution Unit will issue DOC 05-174 Notification of Resolution Program Suspension.

VI. Documentation

- A. Documentation will be scanned into the electronic imaging system and retained per DOC 280.525 Records Management.
  - 1. The facility Resolution Specialist/designee will conduct an audit within 10 business days to ensure documents are maintained electronically.

**DEFINITIONS:**

The following words/terms are important to this policy and are defined in the glossary section of the Policy Manual: Retaliation. Other words/terms appearing in this policy may also be defined in the glossary.

**ATTACHMENTS:**

None

**DOC FORMS:**

- DOC 05-164 Emergency Resolution Request Response
- DOC 05-165 Resolution Request
- DOC 05-166 Level I Resolution Response
- DOC 05-168 Level II Resolution Response
- DOC 05-169 Level III Resolution Response
- DOC 05-171 Notification of Time Extension
- DOC 05-173 Notification of Resolution Program Misuse
- DOC 05-174 Notification of Resolution Program Suspension
- DOC 05-311 Resolution Review Report