

## Emergency Resolution Request

Emergency concerns are those that involve:

*Emergency Resolution Requests are those that involve a potentially serious threat to the life or health of an Incarcerated/Supervised Individual or staff member, relate to severe pain being suffered by the Incarcerated/Supervised Individual, or that involve a potential threat to the orderly operation of a facility, and its resolution would be too late if handled through routine administrative or resolution channels*

If you believe you have an emergency concern, you must check the “Emergency” box at the top of the form, write out your concern and submit it to a staff person immediately after the incident so it may be resolved in a timely manner.

Emergency concerns are handled by the Resolution Specialist or designee, which is most often, but not always, the Shift Lieutenant.

Licensed Medical staff will be called to determine the response to a medical emergency concern.

## Community Resolution Requests

*Individuals on community supervision should mail their appeals to the Resolution Program Manager or submit it to their Community Corrections Officer who will forward it to the Program Manager for response.*

**Resolution Program Manager**  
Resolution Program Office  
Department of Corrections  
PO Box 41129  
Tumwater, WA 98501-1129

## Resolutions Specialists

The Resolution Specialist is responsible for the facility resolution program. He or she is available to talk to and assist you with your concerns.

They are responsible for assuring that the resolution system is followed and that fair and appropriate responses are provided. Working with them in good faith will ensure thorough investigations, and fair, timely and adequate responses to your concerns.

## DOC Policy 550.100 and the Resolution Program Manual

You are encouraged to read and understand the Resolution Manual and DOC Policy 550.100. If you do not know how to access these documents, you can ask your facility Resolution Specialist.

It is very important that as a participant in this system, you understand the many facets of the Resolution Program.

Reading the policy and manual will give you that understanding and instruct you on how to proceed with any issue concerning the Resolution Program.

## DOC 490.850 PREA Reporting

Resolution Request submitted that contain acts that could be considered PREA will immediately be processed according to the PREA reporting process. The preferred methods of reporting acts that fall under PREA is to follow the PREA reporting process outlined in DOC 490.850 to ensure immediate action and confidentiality. If the request is deemed to be an act that would not fall under PREA it would not be returned to the Resolution Program, a new Resolution Request would need to be submitted and any PREA allegations would need to be removed.

## Your Resolution Specialist(s) is:

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## DOC Resolution Program



The DOC Resolution Program is an unbiased internal resolution and appeal system that promotes effective communication between staff and Incarcerated/Supervised Individuals in an effort to resolve issues at the lowest possible level.



## Time Frames

**Initial complaint must be filed:** Within 20 working days from date of incident / date you should have become aware of the issue.

**Level 0 response from Resolution Specialist:** Within 10 working days of the date of receipt.

**All rewrite requests:** Within 5 working days of receipt of Resolution Specialist's response.

**Level 1 response:** Within 15 working days of the Resolution Specialist formally initiating a level I resolution.

**Incarcerated/Supervised Individual's appeal to Level II:** Within 5 working days of receipt of Level I response.

**Level II response:** Within 15 working days of the Resolution Specialist formally initiating a level II resolution.

**Incarcerated/Supervised Individual's appeal to Level III:** Within 5 working days of receipt of Level II response.

**Level III response:** Within 15 working days of the date the formal appeal is received by the Resolution Program Office.

## What should you do to attempt informal resolution?

You are expected to try to informally resolve your issues before filing complaints.

You have 20 working days after an incident to file a Resolution Request. You should talk to staff members or others involved, submit kites, letters, kiosk messages, etc. You should let your Resolution Specialist know what steps you took and what responses you received.

Good faith participation in the system means working with the grievance office when you submit a complaint.

The Resolution Program should not be used as a resistance to resolution by you or by staff, but should be used to promote the resolution of issues.

You should be willing to follow the protocols and criteria of the Resolution Program to ensure your Resolution Request receives the attention needed for a fair and reasonable outcome.

## Informal Resolution

Many times you can find resolution to your issues quickly by talking with the staff or the other people involved.

## Resolution begins with communication

Resolution begins with communication. Many times you can find resolution to your issue quickly by opening lines of communication with staff or persons involved.

Informal resolutions are preferable, but if that cannot be achieved then it will become a formal resolution. This means Incarcerated/Supervised Individuals are expected to participate in problem solving by seeking the earliest possible resolution of the request. This does not mean that filing of Resolution Requests or pursuing formal resolutions is discouraged. It means that informal resolution attempts should be made prior to initiating the formal resolution process.

## Acceptable vs. Not Acceptable

To determine if an issue is Acceptable or Not Acceptable, you should review the back of the resolution form, review the Resolution Program Manual pages 6-9, or contact the Resolution Specialist.

Anything with an established appeal process is Not Acceptable.

Remember, the Resolution Specialist will ultimately determine if your concerns is Acceptable or Not Acceptable.

If you disagree with the Not Acceptable finding, you can appeal the decision by submitting an appeal to the Resolution Specialist who will forward it to the Resolution Program Manager.

The appeal should contain your committed name, DOC number and the Log ID number of the concern you are appealing.

The Resolution Program Manager review will only determine if the issue is acceptable, not the merits of the issue.

## Fairness within the system

The Resolution Program offers open access to a process which allows for meaningful negotiation of problems to a just and fair conclusion.

The process recognizes the human dignity of Incarcerated/Supervised Individuals and Staff as well as the privileges and limitations of the State.

It offers a fair and satisfactory solution to a wide variety of conflict situations and provides a voice for you to be heard.