



STATEWIDE RESOLUTION PROGRAM HANDOUT

WHAT IS THE STATEWIDE RESOLUTION PROGRAM?

The Department of Corrections Resolution Program is an unbiased internal resolution and appeals system that promotes effective communication between employees, contract staff, volunteers, and individuals under the Department's jurisdiction. The program's purpose is to resolve concerns at the lowest possible level and provide administrative remedies as outlined by the Prison Litigation Reform Act (PLRA).

WHAT ITEMS QUALIFY?

- Policy or lack of policy, improper application of policy
- Actions by employees, contract staff, and volunteers
- Personal safety
- Health Services
- Food Services

WHAT ITEMS DO NOT QUALIFY?

- When there is an established appeals/review process.
- Concerns regarding matters outside the Department's or facility's jurisdiction.
- Requests that are prohibited by the program restrictions outlined in the manual.

** An individual can appeal all decisions to Not Accept a submitted Resolution Request.*

Please see the Resolution Program Manual for further explanation on Accepted and Not Accepted requests.

HOW DO I FILE A RESOLUTION REQUEST?

Before filling out a Resolution Request, refer to the Resolution Program Manual and follow the directions on how to complete the initial DOC 05-165 Resolution Request. The Resolution Program Manual is available at all facilities, Reentry Center locations, and Field Offices. Following the directions provided will ensure your Resolution Request meets the criteria needed to be accepted for review.

HELPFUL HINTS

- You can only file a Resolution Request on an incident, policy, or practice that affects you personally.
- You may only file a Resolution Request on something in which the Department has jurisdiction.
- Resolution Requests must be filed within 30 days of the incident.
- Before submitting a Resolution Request, if possible, try to resolve the issue informally using positive and respectful communication.

AFTER COMPLETING DOC 05-165 RESOLUTION REQUEST:

- If housed in a **prison**, please place in the Resolution Request drop-box for an initial request or appeal. Envelopes are provided for areas where there is no resolution request drop box.
- If housed in a **Reentry Center**, please submit to the Resolution Request drop-box or the Reentry Center Manager (RCM) for an initial request or appeal.
- If you are in **Graduated Reentry or Community Supervision**, please mail your initial request or appeal to:

**Department of Corrections
Statewide Senior Administrator of Resolutions
Resolution Program
PO Box 41129
Olympia, WA 98504-1129**