



TITLE VETERAN SERVICES DIVISION GRIEVANCES

EFFECTIVE DATE: April 19, 2012

AUTHORITY: General authority of the Director of the Department of Veterans Affairs, hereinafter referred to as Department, to manage and direct the Department, RCW 43.60A.040, .050, and .060. To provide guidelines for clients to file formal grievances with the Veterans Services Division.

PURPOSE: To provide for the public a policy for filing grievance with the Veterans Services Division.

APPLICABILITY: All Veteran Services Division Clients or potential clients.

This policy does not apply to residents of the State Veterans Homes, or clients of the Veterans Transitional Housing Program. These individuals will follow the grievance policy for the program their facility or program.

DEFINITIONS:

POLICY:

- I. Clients or potential clients have the right to file grievances without discrimination or reprisal. WDVA's Veteran Services Division respects the clients' right to file grievances.
- II. Any client, potential client, or his/her legal representative or guardian may file a grievance concerning service and support or concerns about discrimination of any kind.
- III. If any client, potential client, or his/her legal representative or guardian requires assistance, staff will assist in filing the grievance. Grievance report forms are available through receptionist at the Veterans Service Center in Olympia, WA, King County or Building 9, or on the WDVA web page at: <http://www.dva.wa.gov/PDF%20files/520.100.pdf>
- IV. Grievances must be submitted in writing and signed by the client, potential client, or his/her legal representative or guardian on behalf of the client. Grievances must be filed

within ten (10) business days of the event or discovery of the event being grieved. This deadline may be extended for good cause at the discretion of the Division Administrator or Designated Staff.

V. All grievance reports shall be recorded in the Grievance Log. The Grievance Log shall be maintained by the Division Administrator or Designated Staff and reviewed quarterly for compliance.

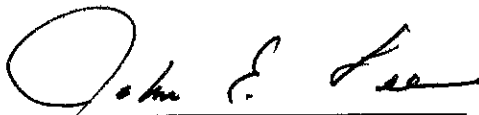
VI. Grievances shall be investigated and a disposition made within thirty (30) days of receipt of the grievance report. This deadline may be extended for good cause at the discretion the Division Administrator or Designated Staff.

REVIEW: This policy shall be reviewed every 5 years and updated as needed.

REFERENCES:

SUPERSESSION: None

ATTACHMENTS: WDVA Service Center Grievance Report



John E. Lee, Director

4/12/12
Date

SERVICE CENTER GRIEVANCE REPORT

This form may be used by WDVA – Veteran Services client or his/her legal representative or guardian when they have a grievance with a program or entity within the Veteran Services Division.

If you require assistance to complete the form, assistance will be provided. Upon completion, the form is to be sent to WDVA for forwarding to appropriate department for investigation. This report may be submitted without fear of threat or reprisal and will not impact any services that you or your client may be entitled to.

Name Of Complainant: _____ **Client ID/SSN:** _____

STEP I

Name & Title of Person Filing Grievance (if different than above):

Name:	Title:
Relationship to Complainant:	Date of Incident: / /
	Time of Incident: <input type="checkbox"/> AM <input type="checkbox"/> PM
Nature of the Incident / Describe the Incident:	
Was there another person involved in the incident? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, who: Was the person a DVA Employee? <input type="checkbox"/> YES <input type="checkbox"/> NO	

STEP II

Send to WDVA for Investigation

Mail to WDVA PO Box 41155 Olympia, WA 98504-1155	Fax: (360) 586-1093 Email Sent Date: / /
Printed Name:	Signature:

STEP III

Investigation / Results:

STEP IV: Form forwarded to appropriate Division Program Manager or Supervisor for investigation. Log all information into the grievance log and place the original form in the log.

