



Brain Injury Alliance of Washington Dispute Resolution Policy

Policy: If an individual who has utilized the services of the Brain Injury Alliance of Washington including the Washington Traumatic Brain Injury Resource Center, or any other interested party, has a question or complaint regarding a Resource Line Specialist, Resource Manager, Clinical Case Manager, other staff person or services received through the organization, she/he may report a complaint or grievance to resolve the situation in a timely and effective manner. *Consideration is given to situations where a more immediate resolution is necessary, where upon this process can be expedited to respond to meet the individual need.*

Procedure:

1. The individual is encouraged to talk directly to the staff member with whom the grievance or complaint pertains to, in order to resolve the complaint or grievance on an informal basis.
2. If the outcome is not satisfactory, the individual may make a complaint to either the Resource Center Operations Manager Jessica Giordano in writing (PO Box 3044, Seattle WA 98114), by email (jessicag@biawa.org) by phone (877-982-4292), or in-person (by appointment) as they choose.
3. The Resource Center Operations Manager will respond to the individual directly within 5 business days from the receipt of the complaint.
4. After speaking with or meeting with the Resource Center Operations Manager, if the grievance or complaint isn't resolved to an individual's satisfaction, he/she may report concerns to the BIAWA Executive Director Deborah Crawley in writing (PO Box 3044, Seattle WA 98114), by email (deborahc@biawa.org) by phone (877-982-4292), or in-person (by appointment) as they choose.
5. After speaking with or meeting with the Executive Director, if the grievance or complaint isn't resolved to an individual's satisfaction, he/she may report concerns to the appropriate contact at the Washington Department of Social and Health Services (DSHS).
6. At any time, an individual may request a meeting with interested parties and the designated persons within the Bidder's organization or DSHS directly to work towards a resolution.

The Brain Injury Alliance of Washington makes every effort to ensure all grievances from individuals who have utilized the services of the Brain Injury Alliance of Washington are received and responded to in a timely manner to ensure the highest quality of support is provided to those we serve.