

# **RESOLUTION PROGRAM HANDOUT**

## **WHAT IS THE RESOLUTION PROGRAM?**

The Resolution Program is to serve as an unbiased, internal resolution and appeal system that promotes effective communication between staff and individuals under the jurisdiction of the department. Having an appropriate administrative avenue for voicing complaints without fear of retaliation is an important element of helping to create safer environments.

## **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?**

- Any procedure that has a formal appeal process
- State/federal law and court decisions
- Indeterminate Sentence Review Board decisions
- Classification, disciplinary, and Risk Management Decisions

*Please see the Resolution Program Manual for additional items.*

## **HOW DO I FILE A RESOLUTION REQUEST?**

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

## **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 20 days of the incident.
- Before you submit a Resolution Request, first try to resolve the issue informally using positive and respectful communication.

## **AFTER COMPLETING DOC 05-165 RESOLUTION REQUEST:**

### **If you are in a PRISON:**

Place your Resolution Request in the resolution request drop-box to submit your concern and/or appeal.

### **If you are in WORK RELEASE:**

If your location does not have a resolution request drop-box, submit your Resolution Request/appeals to the Community Corrections Supervisor (CCS) or mail to the address below.

### **If you are on COMMUNITY SUPERVISION:**

Submit your Resolution Request/appeals to the CCS or mail it to:

**Department of Corrections  
Resolution Program Manager  
Resolution Program  
PO Box 41129  
Olympia, WA 98504-1129**