

Grievance Review and Investigation Process

- Grievance is received by office Staff via online, written or verbal submission.¹
- The Standards of Practice Committee (SOPC) or Sub-Committee conducts an initial review of the grievance for jurisdictional authority and completeness.

*(Per RCW 11.130.670 in order for grievances to be considered 'complete' they must contain sufficient details of the alleged conduct to demonstrate a **violation**, the **dates the alleged conduct occurred**, and must be **signed and dated** by the person filing the grievance)*
- SOPC makes recommendations to the Board to dismiss the grievance, forward the complete grievance to Superior Court of jurisdiction, or initiate an investigation.
- Within 30 days of receipt of the grievance, generally at their monthly meeting, the Board reviews the grievance and votes whether to adopt the recommendations made by the SOPC.
- The grievance is either forwarded to Superior Court by the Board, dismissed or an investigation is commenced. Office Staff will provide written notice to the CPGC, when the grievance is forwarded to the Court. The Board will not investigate a grievance while it's pending a Superior Court review and decision.
- Once the SOPC receives the Courts final order as to the alleged violations outlined in the grievance, the SOPC will review the matter again and make recommendations to the Board to dismiss or commence an investigation.
- At their next monthly meeting the Board will vote on the SOPC resolution recommendations. If the matter is dismissed, the grievant and CPGC will receive written notice of the outcome. If an investigation or discipline action is commenced, the CPGC will receive written notification for next steps.
- SOPC oversees the investigation or discipline process until final resolution is approved by the Board (see Discipline Resolution Process Flowchart tab)

¹ Per RCW 11.13.670 Grievances received by the Board must be investigated and the resolution determined and within process within 180 days of receipt not counting periods of tolling as allowed by this rule.