

(date)
CERTIFIED MAIL
(number)

<<Licensee>>
<<BH Name>>
<<Mailing Address>>

RE: <<BH Name>> <<license number>>

Dear Administrator:

The Department completed a complaint investigation of your Boarding Home on <<date>> and provided consultation on a deficiency or deficiencies found:

- Which did not pose a serious risk to residents; and were
- Corrected before the Department completed the investigation; and were
- Not cited during either of the last two most recent inspections.

The Department staff who did the investigation and provided consultation:
<<name/s>>

Consultation:

- <<WAC/RCW title>> <<WAC/RCW text>> choose one or more from list
(brief description of problem)

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the home to determine if you have corrected all deficiencies.

You May:

- Ask for an informal dispute resolution meeting, according to the attached "Informal Dispute Resolution" instructions; and
- Ask questions and provide written information to help clarify or dispute the deficiencies.

<<Licensee>>

<<BH Name>> <<license number>>

(date)

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If You Have Any Questions:

- Please contact me at <<phone number>>.

Sincerely,

<<Name>>, Field Manager
Region <<#>>, Unit <<#>>
Residential Care Services

<<Licensee>>

<<BH Name>> <<license number>>

(date)

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Informal Dispute Resolution

You May:

Request an Informal Dispute Resolution (IDR) meeting within 10 working days after you receive this letter.

Your request **must** include:

- What specific deficiency or deficiencies you disagree with; and
- Why you disagree with each deficiency; and
- What type of meeting you want (in person, telephone, paper review).

Send request to:

IDR Program Manager
Department of Social and Health Services
Aging and Disability Services Administration
Residential Care Services
PO Box 45600
Olympia, WA 98504-5600