

# OCO Case Investigation Priority Plan

The Office of the Corrections Ombuds is committed to investigating complaints within our six strategic priorities. This change will increase opportunities for positive resolutions and allow for faster response times.

## 1. Healthcare

Are you having difficulty accessing healthcare while incarcerated and you have tried to resolve the issue by filing a resolution request (grievance) with the resolution program staff?

## 2. Solitary Confinement

Are you currently in solitary confinement, administrative segregation, or restrictive housing and need help?

## 3. Level 3 Resolutions or Appealable Issues

Have you filed a resolution request (grievance) and received a Level 3 response from the DOC, or have you exhausted the appropriate appeals process for an issue, and still need help?

## 4. Use of Force

Have you experienced an unfair or unjust Use of Force and want the OCO to review the incident?

## 5. DOC Staff Conduct

Are you experiencing retaliation, unfair treatment, or have any other concern about the behavior of a DOC employee and you have filed a grievance and received a Level 2 response from the DOC?

## 6. Serious Infractions & Negative BOEs

Do you believe that the DOC unfairly upheld your serious infraction appeal? Or did the DOC deny your request to review a negative Behavior Observation Entry (BOE)?

## Call Us

(360) 664-4749

Confidential Hotline Hours

- Mon: 1:00-3:00 pm
- Tue: 1:00-3:00 pm; 5:30-8:00 pm
- Wed: 5:30-8:00 pm
- Thurs: 1:00-3:00 pm



## Write to Us

Office of the Corrections Ombuds  
P.O. Box 40009  
Olympia, WA 98504



Correspondence with the OCO is confidential and is not monitored by the DOC. RCW 43.06C.060

Throughout the summer and fall of 2023, the OCO staff worked with Results Washington to develop a comprehensive three-year strategic plan. After a robust and collaborative process that included feedback from incarcerated people and their families, we identified six investigation priorities.

Each of the six investigation priorities includes the internal DOC grievance, administrative, or appellate procedures that someone needs to have reasonably pursued per RCW 43.06C.