

Assistance provided: OCO was able to achieve full or partial resolution of the person's complaint. This closing applies when we successfully reached the complainant's desired resolution or when we were able to assist in some other way that is related to the original concern.

Information provided: OCO provided self-advocacy information to complainant. Self-advocacy information is step-by-step guidance for the complainant to go about resolving his/her/their own complaint.

DOC resolved: DOC staff resolved complaint prior to any OCO action.

No violation of policy: DOC is following policy. Closure should indicate relevant policy number.

Insufficient evidence to substantiate: There was insufficient evidence for the OCO to verify the complainant's concern.

Substantiated without resolution: The OCO verified complainant's concern, but we were unable to achieve a resolution to the concern.

Administrative remedies not pursued: The incarcerated individual must pursue internal resolution per RCW 43.06C.040(2)(b) before the OCO is able to investigate the case. This category applies if the person did not file a grievance, appeal, or seek other administrative remedy prior to contacting the OCO.

Lacked jurisdiction: The OCO lacks jurisdiction to investigate the concern. This may include the following situations:

- The complaint relates to an action by an agency other than WA DOC, including other WA state agencies, local jurisdictions such as jails, or in another state.
- The complaint relates to an issue that is not under OCO jurisdiction, such as the person's underlying criminal conviction.

Person declined OCO involvement: This category includes cases in which the complainant did not want OCO to pursue the concern or situations in which the OCO received no response to requests for more information within the required time.

Person left DOC custody prior to OCO action: This category applies only to cases in which all of the following have been met:

- the person had filed a complaint with the OCO;
- OCO had not yet initiated an investigation;
- the person has been released from DOC custody or has died; and
- the person is not on work release or electronic home monitoring (EHM) other than EHM imposed while on community custody or supervision.

Unexpected Fatality Review: Person has died unexpectedly, and the death is under review.

Duplicate Case: OCO already has a case in the CMS regarding the same concern.