



bədaʔčəl, Indian Child Welfare
2828 Mission Hill Rd
Tulalip, WA 98271

bədaʔčəl Concern/Grievance Review Request

bədaʔčəl is committed to providing respectful, responsive services to the children, families, caregivers, community members, and partners we work with. We recognize that concerns may arise and believe it is important to provide a clear process for those concerns to be heard and addressed.

bədaʔčəl has established a process for clients, family members, caregivers, community members, service providers, Tribal departments, and others to share concerns or grievances regarding their experience with bədaʔčəl staff, services, or practices.

To submit a concern, please follow these steps:

1. Contact the bədaʔčəl Receptionist at (360) 716-3284 to request a paper form, or download the form online at: <https://www.tulaliptribes-nsn.gov/documents/bedachelh-Concern-Grievance-Form-20251024.pdf>
2. Fill out the form completely with as much detail as possible.
3. Return the form by mail or in person to the bədaʔčəl Director. For confidentiality, submit it in a sealed envelope. If you have questions, you can contact the Director at 360-716-4059.

Once the form is received:

1. The bədaʔčəl Director will review the concern and may contact the person submitting the grievance to clarify or request additional information.
2. The Director review the concern and work with the appropriate staff, Lead Social Worker, or other individuals as needed to determine appropriate next steps.
3. The Director may meet with the person submitting the grievance to discuss the concern, findings, and response.
4. A written response will be provided summarizing what was determined and any actions that can appropriately be shared.
5. If the concern is not resolved, the client may request a meeting with the Chief Administrative Officer (CAO) by contacting the Family Advocacy Executive Assistant at (360) 716-4981 .
6. If the concern is still unresolved, the client may request to speak with the CEO at 360-716-4023.

Families with an open YINC or Guardianship case may also request to meet with the bədaʔčəl Advocacy Committee. This is a separate process and provides an opportunity to voice concerns in a different setting. A Release of Information (ROI) will be required before any case details can be shared with the bədaʔčəl Advocacy Committee. More information about the bədaʔčəl Advocacy Committee can be found at <https://www.tulaliptribes-nsn.gov/documents/bedachelh-Advocacy-Committee-Request-Assistance-ROI-20250923.pdf>

Please note: This grievance process does not apply to concerns about court orders, motions, or appeals. These must be addressed through your legal advocate and the Court.



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bədaʔčəl Concern/Grievance Form

MUST INCLUDE SIGNATURE & CONTACT INFORMATION TO BE REVIEWED

Please use this form to tell us about a concern or grievance regarding your experience with bədaʔčəl staff, services, or practices. This form is received and reviewed by the bədaʔčəl Director to determine appropriate next steps.

Date:

Name:

Please describe your concern or grievance in the space below: Please include the date of the event if applicable.
Use additional paper if needed.



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badaʔčəł Concern/Grievance Form (Continued)

Have you previously discussed this concern with anyone at badaʔčəł? If yes, please identify who you spoke with and briefly describe any steps already taken to address the concern.

Briefly describe the specific action you are suggesting badaʔčəł take in this matter and / or your desired outcome.

Phone:

Email:

Signature:



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Office Use Only

Date Received:	Signature:
Date Reviewed by Director:	Signature:
Staff/Individuals Consulted:	Date Written Response Provided:
Status:	Next Steps: