



How It Works

You have a complaint or concern about an interaction you had with or within the City of Bellingham

Do you feel comfortable speaking with the City?

Yes

No

File your complaint with the appropriate City department.

Contact the WDRC to file your complaint.

Do you want to submit your complaint anonymously?

Yes

No

Decide what details you want documented without including your personal information; WDRC will submit a completed referral to the City.

Decide what personal information you are comfortable sharing and how you'd prefer the complaint to be resolved; WDRC will document these details and submit a completed referral to the City.

The City will decide the appropriate course of action to address your complaint, and the case will be closed by the WDRC.

Decide if you want support when speaking with the City. WDRC can help.

The City will respond to address and resolve your complaint within 5-7 business days.

Optional: Follow up with WDRC for an update on your complaint.

- Interpretation services available.
- The Safe Spaces program is a third party complaint intake service and is not involved in investigating the complaints received.
- Unsatisfied with the outcome of your complaint? Follow up with your WDRC Case Manager to explore further options.



Safe Spaces is provided by the Whatcom Dispute Resolution Center. The mission of the WDRC is to provide and promote constructive and collaborative approaches to conflict.