

## Frequently Called County Telephone Numbers

General Information	206-296-0100
Toll Free	800-325-6165
<b>ADULT &amp; JUVENILE DETENTION</b>	
King County Jail (Seattle)	206-296-1234
Regional Justice Center (Kent)	206-296-1234
Juvenile Division	206-205-9620
<b>COUNTY COUNCIL</b>	
<b>COUNTY EXECUTIVE</b>	206-296-1000
<b>DEVELOPMENT AND ENVIRONMENTAL SERVICES</b>	
Building Permits	206-296-6600
Zoning and Code Enforcement	206-296-6680
<b>LICENSES</b>	
Animal Control & Licenses	206-296-PETS
Business Licenses	206-296-6600
Marriage Licenses	206-296-3933
Vehicle/Vessel Licenses	206-296-4000
<b>NATURAL RESOURCES &amp; PARKS</b>	
Disposal Information/Transfer Stations	206-296-4490
Drainage/Flooding/Water Quality	206-296-1900
Solid Waste Division	206-296-6542
Parks and Recreation	206-296-4232
<b>PUBLIC HEALTH</b>	
<b>SHERIFF'S OFFICE</b>	
Emergency	911
Non-Emergency	206-296-3311
<b>TAX INFORMATION</b>	
Assessor's Office	206-296-7300
Property Tax Advisor	206-296-5202
Treasury (Property Tax Payments)	206-296-3850
<b>TRANSPORTATION</b>	
Metro Rider Information	206-553-3000
Metro Complaints/Commendations	206-553-3060
Road Maintenance	206-296-8100

If you are calling long distance, call the county's toll free number, 1-800-325-6165. Enter the last five digits of the agency number as the extension.

## A Quick How-To Guide — How To File A Complaint

### WRITE IT DOWN.

Whether you are seeking service or filing a complaint, it's a good idea to keep records of the contact you have with an agency. Try to get the names of the staff people you speak with, and be sure to include the date of your conversation. Keep copies of any documents you get from, or give to the agency. A chronological sequence of contacts and dates is helpful in explaining your problem to the agency.

### ASK QUESTIONS.

Some good questions to ask include:

- Why was my request denied?
- What law or policy applies?
- Was the law or policy applied consistently?
- What appeal process (if any) is available?

### PERSISTENCE AND CLARITY CAN GET YOU WHAT YOU NEED.

Before you contact an agency, it's a good idea to decide exactly what the problem is and what remedy you are seeking. Pleasantly state the issue and what you want. Persist. Ask if a supervisor is available to speak with.

### PLEASANTNESS MAKES A BIG DIFFERENCE.

Public employees, like most of us, respond favorably when a positive and courteous approach is used.

Alternate formats available upon request.

Office of Citizen Complaints — Ombudsman  
401 Fifth Ave, Suite 135 • Seattle, WA 98104  
206.263.9242 V/TTY • 206.296.0948 Fax  
ombudsman@kingcounty.gov  
www.kingcounty.gov/ombudsman

Rev. 9/07



## King County Office of Citizen Complaints

## Ombudsman



**King County**

An independent agency of the  
Metropolitan King County Council

## What is the King County Ombudsman's Office?

The Office of Citizen Complaints – Ombudsman is an independent office located within the legislative branch of King County government. We are authorized to investigate a wide variety of complaints about King County government and to make and publish recommendations for change based on the results of our investigations.

## What complaints does the Ombudsman's Office take?

We take complaints about administrative acts of County agencies — acts which may be unreasonable, unfair, irrelevant, or contrary to law or regulation. We also investigate alleged violations of the King County Employee Ethics and Whistleblower codes.

## When should I contact the Ombudsman's Office?

First, ask the County agency to help you with your complaint. Often, an agency manager will work to resolve your problem quickly. If you are uncertain about whom to contact, we can refer you to an appropriate agency representative. Come back to the Ombudsman's Office if you are unable to resolve the issue on your own.

## What will happen with my complaint?

If your complaint is appropriate for investigation, Ombudsman staff will contact the agency; review agency records; and research relevant law, policy, and procedure. We will attempt to determine possible alternatives to resolve your complaint. The Ombudsman will advise you of the outcome of the investigation and any action taken on your behalf.

## What can't the Ombudsman's Office do?

We cannot take legal action against the County agency on behalf of any individual. We are not a court of appeal and cannot change or reverse agency decisions. Our concern is whether the policy, procedure, or law an agency has applied in your case is consistent and fair. Most complaints, however, can be resolved through a fact-finding effort with the agency.

## How do I contact the Ombudsman's Office?

Call, write, e-mail, or visit our Office.

Office of Citizen Complaints – Ombudsman  
401 Fifth Ave, Suite 135  
Seattle, WA 98104  
206.263.9242 V/TTY  
1.800.325.6165 ext. 3-9242  
[www.kingcounty.gov/ombudsman](http://www.kingcounty.gov/ombudsman)  
[ombudsman@kingcounty.gov](mailto:ombudsman@kingcounty.gov)

Our business hours are 8:30am - 4:30pm, M-F