

## **E-GRIEVANCE TIPS**

### **Do you have any tips for filing a grievance electronically?**

Give yourself enough time to complete the [grievance form](#). You cannot save your grievance form on this website or access it from this website to finish at a later date. Prepare your grievance first in a word processing program. Copy and paste it into the space provided for your grievance or attach it to your grievance as a file. Print and/or save a copy of your completed grievance form. After you submit your grievance form, you cannot access it from this website.

### **Can I save an unfinished grievance and come back to the website to finish it?**

No. You cannot save your grievance form on this website to access it at a later date.

### **Do I need an email address to submit a grievance electronically?**

Yes. You will receive an email confirmation after you submit your grievance. We will communicate with you by letter after we review your grievance.

### **Can I file grievances against more than one lawyer?**

Yes. You can file multiple grievances but each grievance is a separate confidential matter and you should use a separate form for each grievance.

### **Can I attach documents to an electronic grievance form?**

Yes. You may attach up to five files in PDF or Word compatible format up to 10 megabytes total.

### **What should I do if I can't attach all of my supporting documents to the electronic form?**

If you have documents that you want us to consider when we review your grievance and you can't attach them, we suggest that you submit your grievance to us by mail instead of electronically. You can also refer to the documents in your grievance and say that they are available upon request.



**What happens to my information after I submit it electronically?**

We will review your grievance and send you a letter notifying you of our decision regarding the grievance or explaining what will happen next in the process. We try to send this letter within two months. However, because we receive and review a large number of grievances, it can sometimes take longer. We appreciate your patience. For more information, read [Lawyer Discipline in Washington](#). Please be aware that we will send all of your information to the lawyer you name in your grievance.

**What should I do if I do not receive email confirmation that my grievance was received?**

Please email us at [caa@wsba.org](mailto:caa@wsba.org) with your name and the approximate time you submitted your electronic grievance form. A member of our staff will let you know if we received your information.

**I received a confirmation email, but it has strange characters. What do I do?**

The confirmation email is formatted in HTML to match the way we receive your grievance. You may view the email through an HTML-capable email program or through an internet browser.

**After I submit my grievance, can I send additional information to you electronically?**

Yes. You can send additional information electronically to the email address [caa@wsba.org](mailto:caa@wsba.org). Alternatively, you can mail additional information to:

Office of Disciplinary Counsel  
Washington State Bar Association  
1325 Fourth Avenue, Suite 600  
Seattle, WA 98101-2539

We do not accept electronic audio or video recordings, or cassette tapes, discs, or flash drives that contain such recordings, at this initial stage of the grievance process. You may submit a written transcript of an audio recording or still images from a video.