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## Policy 1510 – Citizen Hotline Referrals

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### **BACKGROUND**

Citizens who observe waste, inefficiency, abuse or efficiencies in state and local government may report such information to the Hotline established under state law (RCW 43.09.186). We determine whether those issues are within our authority to review and whether they require further examination.

Citizens who communicate concerns to our Office do not have the same legal protections as those contained in the state employee Whistleblower Act, so confidentiality is protected only until the examination is complete. Correspondence between our Office and the citizen falls within the scope of the Public Records Act.

### **REQUIREMENTS**

- ✓ 1. **Citizen hotline referrals will be processed and performed in accordance with the Citizen Hotline Protocols.**  
The protocols are located on the HUB.
- ✓ 2. **An initial review will be performed of all citizen hotline referrals to determine if issues raised are within the authority of our Office and require further examination.**  
When concerns are not within the statutory authority of our Office to review, we will assist citizens in finding the proper avenue as appropriate.
- ✓ 3. **When a citizen referral is received, the audit manager or their designee will acknowledge the referral by letter, email or phone call if contact information is provided.**  
If the referral is assigned to a local or state audit team, the contact will be made by the audit manager or their designee. If the referral is assigned to Team Performance Audit, the contact will be made by the Assistant Director of Performance Audit  
Contact with the citizen will be made within 5 business days.
- ✓ 4. **Results will be timely communicated to the citizen and entity. Professional judgment will be used in deciding the level of reporting.**  
Refer to the Citizen Hotline Protocols for the reporting options and required level of review.

### **REFERENCES**

RCW 43.09.186