



Have you had a negative experience with or within the City of Bellingham?

Is there a barrier preventing you from taking your concerns directly to the City?

Do you feel unheard?

Your voice matters.

We're here to help you be heard.

Safe Spaces

A place where your voice is heard and matters.

**Questions or concerns?
Want to submit a complaint?
Our case managers are
available for a free and
confidential intake:**

safespaces@whatcomdrc.org
360-676-0122 x123
whatcomdrc.org/safespacesproject

Interpretation services available.



An accessible alternative pathway for submitting complaints regarding the City of Bellingham.

Provided by:
Whatcom Dispute Resolution Center

About Safe Spaces

The WDRC's Safe Spaces program was created to provide another access point for community members to make a complaint due to concerns about the City of Bellingham's services, or their experience interacting with or within the City of Bellingham.

The program provides an avenue for those who feel unable, unwilling, or previously unsuccessful in bringing their complaint directly to the City of Bellingham.

The program is intended to supplement, but not replace, the existing complaint programs within City of Bellingham departments, and is not involved in investigating complaints received.

Safe Spaces provides a pathway for community members to submit concerns or complaints regarding the City of Bellingham without having to interact directly with the City.

Who is Safe Spaces for?

Safe Spaces was created for community members who want to submit feedback regarding the City of Bellingham, but who are unwilling or unable to interact directly with the City. There are many barriers which might prevent a person from interacting directly with a government entity, such as: fear of discrimination, mistrust, past negative experiences, language barriers, and many more.

It doesn't matter why you don't want to go to the City directly - we are here to help your voice be heard.

How do I submit a complaint?

Concerns and complaints can be submitted via email, phone call, or by completing an online complaint form on our website.

Can I submit anonymously?

Yes - basic information within anonymous complaints will still be relayed to the City of Bellingham, including: details surrounding the complaint, date, time, and relevant City of Bellingham departments and/or personnel.



What if I don't want the City to contact me directly?

You may choose *not* to remain anonymous when submitting a complaint, but still not want to be contacted directly by the City. If this is the case, your Case Manager can work with you to act as a go-between or support so that you can provide additional information concerning your case, but avoid direct contact with the City.

When will I hear back?

A City Representative will respond within 5-7 business days. If you do not hear from the City within that time frame, have submitted your complaint anonymously, or have requested to not be directly contacted by the City, please call your Safe Spaces Case Manager to check in on the progress of your complaint.

What if I'm not satisfied with the outcome?

If the response from the City is unsatisfactory, follow up with Safe Spaces. While the WDRC is not involved in investigating or responding to the complaints received, we can provide you with further resources, explore other options, or refer you to other community organizations that may be able to assist further.