

Contact Information

Department of Enterprise Services
Office of Risk Management
1500 Jefferson Street SE
PO Box 41466
Olympia, WA 98504

DES Website:
www.des.wa.gov

Email Address:
Claims@des.wa.gov

Phone: (360) 407-9199
Fax: (360) 407-8022



Filing a Tort Claim

When to File a Claim?

If you believe you've been harmed or have suffered a loss caused by the state, you may submit a claim called a "tort claim". Tort laws are laws that offer a way to remedy a loss, if permitted by law.

Where to file a claim?

All claims for damages against Washington State or its officers, employees or volunteers for actions while they were on the job may be presented to the Office of Risk Management (ORM). ORM investigates and attempts to resolve claims (RCW Chapter 4.92).

What do I need to know?

All claims should be presented on the form supplied by ORM. You can get the claim form by visiting the Department of Enterprise Services website at:

<https://www.des.wa.gov/services/risk-management/file-claim>

How do I submit my claim?

You have several ways in which to submit a claim.

Standard mail or hand deliver to:

Department of Enterprise Services
Office of Risk Management
1500 Jefferson Street SE
PO Box 41466
Olympia, WA 98504

Submit a tort claim online at <https://www.des.wa.gov/services/risk-management/file-claim>. You can attach supporting documents and print out your submission at the end. However, online submission forms cannot be saved. Once started, they must be completed. Allow yourself enough time to complete and have all the supporting documents in electronic format.

E-mail a pdf copy to Claims@des.wa.gov

Or fax it to (360) 407-8022

Contact information, the standard tort claim and additional information can be found on our website.

After I file a claim, how long does it take to resolve it?

The time necessary to resolve a claim varies depending on the amount of investigation required. You can help speed up the process by including all relevant information and documents when your claim is first submitted. This includes any repair estimates, photos, or receipts for expenses related to the incident.

What if I have a question about filing a claim?

Office of Risk Management Customer Service is available Monday through Friday from 8 a.m. to 5 p.m. at (360) 407-9199

If assistance is required outside of these hours, you can call the Customer Service line and leave a voice message and telephone number. Your voice message will receive a response the following business day. ORM cannot give you legal advice about your claim or allegations.