

SECTION II

INMATE GRIEVANCE PROCEDURE

The Inmate Grievance Form is to be used when the inmate has a question or complaint regarding custody treatment, medical treatment, jail policies and procedures, or other related matter. A grievance may include complaints against the substance of policies as well as their application. A grievance complaint involving a disciplinary disposition (major incident report) will be rejected. The grievance mechanics shall not be confused with the established disciplinary process. Inmate grievances may be filed in all matters except the following:

1. Legal decisions as directed by the courts.
2. Inmate disciplinary procedures.

Specific appeal procedures are provided for disciplinary actions.

Grievance forms with more than one (1) inmate's name will be rejected. No inmate will be subjected to disciplinary actions for submitting a grievance.

1. **PURPOSE:**

To establish a consistent and equitable procedure for handling inmate grievances by providing the inmate with communication procedures that can answer questions and reduce the necessity for many formal legal challenges and inquiries. This procedure is intended to fill the inmate/staff communications void between the jail "kite" and the court writ form.

2. **PROCEDURES:**

- a. The grievant has five working days after the occurrence of any specific incident in which to file a grievance. A Policy grievance may be filed at any time. The inmate shall complete an Inmate Grievance Form and submit it to the duty Correctional Officer.
- b. The duty Correctional Officer will investigate the grievance and take appropriate action. If it is not resolvable at the Correctional Officer level, it will be submitted to the next level. (See 5 below)
 - (1) A written reply must be forwarded to the inmate within the necessary time limits.
 - (2) The original reply shall be given to the grievant. The Jail Sergeant shall retain a copy. A copy shall also be made of the grievance and placed in the inmate's package.
- c. Appeals
 - (1) The grievant has five working days to file an appeal to the Undersheriff.
 - (2) The Undersheriff shall respond to the grievant as soon as possible, not to exceed ten working days.
 - (3) Parties concerned may extend any time limit upon mutual agreement.

3. **INMATE GRIEVANCE LEVELS**

There are five levels at which an inmate grievance can be resolved. Every attempt will be made to resolve the grievance at the lowest level possible.

- a. Level 1 – Food Manager. All grievances concerning the food being served to the inmates, or preparation thereof, will be forwarded to the Food Manager. The grievance will be discussed with the inmate to assess the problem plus possible solutions/resolutions. If the problem can be resolved at this level, complete Level 1 with name, date, and a description of the resolution method. If the problem cannot be resolved, complete Level 1 with the name, date, and “No resolution/refer to Level 2”.
 - b. Level 2 – Correctional Officer. The grievance will be discussed with the inmate to assess the problem plus possible solution/resolution. If the problem can be resolved at this level, complete the Level 2 section with name, date and a description of the resolution method. If an answer to the grievance cannot be provided, complete the Level 2 section with name, date and “No resolution/refer to Level 3”.
 - c. Level 3 – Correctional Corporal. If a grievance cannot be resolved by the duty Correctional Officer, then the Correctional Corporal will review the inmate’s grievance. Complete Level 3 section with name, date and a description of the resolution method. If the grievance cannot be resolved at Level 3, complete the section with name, date and “No resolution/refer to Level 4”.
 - d. Level 4 – Jail Division Commander. If a grievance cannot be resolved at Level 3, the Jail Division Commander will review the inmate grievance. Resolution or failure to resolve will be recorded as above and the grievance will be referred to Level 5.
 - e. Level 5 – Undersheriff. Resolutions at Level 5 will be recorded as above.
4. SPECIAL INFORMATION:
- a. Medical. All grievances regarding medial treatment will be referred to the contracted medical care provider.
5. TIME LIMITS:
Each level must respond in writing to an inmate’s grievance within these limits:
- a. Level 1 - 24 hours
 - b. Level 2 - 24 hours (if started at level 2)
 - c. Level 2 -2 days (if started at level 1)
 - d. Level 3 - 3 days (excluding weekends and holidays)
 - e. Level 4 - 7 days (excluding weekends and holidays)
 - f. Level 5 - 10 days (excluding weekends and holidays)
6. RIGHT TO APPEAL:
If an inmate is dissatisfied with the resolution, an appeal may be made to the next highest level by circling the next level and submitting the original to the next level.
7. WRITS:
Nothing in this procedure will restrict an inmate’s legal right to file with the court or seek any other form of legal relief.

