I. AUTHORITY. The Board of Correction and Community Punishment (BCCP) is vested with the authority to promulgate this administrative regulation by Ark. Code Ann. §§ 12-27-105, 16-93-1203 and 16-93-1205 (Michie Supp. 1995).

II. APPLICABILITY. This policy applies to Department of Correction (DOC) and Department of Community Punishment (DCP) staff, inmates and residents of Community Punishment Centers.

III. POLICY. It is the policy of the Board of Correction and Community Punishment that offenders are provided an opportunity to submit grievances regarding policy, conditions, incidents or actions related to incarceration/confinement which directly impact them.

IV. GUIDELINES.

A. Administrative directives establishing procedures will be set forth by each Agency.

B. Procedures shall, at minimum, provide for the following: offender notice of the grievance process; timely, effective and impartial processing of grievances; an appeals process; appropriate documentation of grievance activity; and speedy disposition of emergency situations, with security and safety the paramount concern.

C. Use of the grievance procedure shall occur without restraint, coercion, discrimination, interference or reprisal. Violation of this guideline shall result in prompt and decisive action.

D. The grievance procedure shall exclude complaints regarding release, transfer, disciplinary or other matters excluded by administrative directives.