

This Packet Contains Overviews of the Following Directives

- **Directive # 316.02.01.001 Offender Grievance Process**
- **Directive # 318.02.01.001 Disciplinary Procedures**
- **Control # 405.02.01.001 Access to Courts**

Offender Grievance Process

Procedure

The offender grievance process is a three-step process consisting of:

1. The concern form
2. The grievance form
3. The grievance appeal

The offender grievance procedure may be used for complaints by offenders regarding all policies, conditions of confinement, actions by employees, actions by other offenders and incidents occurring within the jurisdiction of the Department that affect the offender personally. Grievances about a disciplinary offense report are an exception and must be handled through the disciplinary appeal process of Policy 318, Disciplinary Procedures. Offenders are entitled to use the grievance procedure regardless of classification or restrictive housing status.

Reprisals against offenders who file offender grievance are strictly prohibited.

An offender may only have three (3) grievances at one (1) time.

Grievance categories are:

Access to Courts	Food
Administration	Mail
Classification	Medical
Commissary	Programs
Complaint Against Staff	Property
Conditions of Confinement	Security

Communication of Offender Grievance Procedures

The written offender grievance procedure shall be readily available to all offenders.

Offender Grievance Process

Offender Concern Form

An offender shall try to solve an issue or problem informally by using a concern form before filing a grievance. The concern form must be handwritten. Typed concern forms will not be accepted. Staff should respond within seven (7) working days of receiving an offender concern form.

Offender Grievance Form

If the issue cannot be solved informally, the offender may obtain a grievance form from the unit staff. The grievance shall be filed within fifteen (15) days of the incident or problem that is the basis of the grievance. The reviewing authority may extend the time limit for up to sixty (60) days. The offender shall fill out the grievance by hand legibly and completely. Typewritten grievances shall not be accepted. Steps taken to solve an issue shall be documented on the offender concern form and attached to the grievance. The grievance must contain all information relating to the nature of the complaint. The grievance must be specific as to dates, places, names of personnel involved and how the offender has been adversely affected. The offender must state the action that the offender believes the reviewing authority should take.

If the grievance is not correctly filled out, the grievance coordinator shall return the grievance to the offender using the Grievance/DOR Appeal Transmittal form. If the grievance is correctly filled out, the grievance shall be assigned to the most applicable staff, but not the same staff who responded to the concern.

The assigned staff shall answer the grievance and return it to the coordinator within seven (7) working days. If staff fail to respond within the time frame, a reason should be provided in the staff response.

The coordinator shall log when the assigned staff returns the grievance and forward the grievance to the reviewing authority for a decision.

The reviewing authority shall return the completed grievance to the grievance coordinator within fourteen (14) working days.

The institution grievance coordinator will ensure that the facility head receives a copy of all grievance, appeals and responses.

The grievance coordinator shall then log the grievance and return the original (white) copy to the offender.

Appeal Process

If the offender is not satisfied with the reviewing authority's response, the offender may appeal by returning the original (white) copy of the grievance to the grievance coordinator. The appeal must be filed within ten (10) days of the reviewing authority's response. The grievance coordinator will log the appeal and forward to the appellate authority.

The grievance coordinator will log the appellate authority's response and forward the completed appeal to the offender. The completed appeal shall be returned to the offender within fourteen (14) working days from receipt. If an extension is required, the offender shall receive written notification.

The appellate authority may forward the grievance appeal to the director or other division administrator when, in the opinion of the appellate authority, the resolution to the grievance is beyond the appellate authority's control.