

Ms. Donley,

Per our conversation on Thursday, the following are the grievance definitions used by the Kansas Department of Corrections (KDOC) and set by the Association of State Correctional Administrators (ASCA) as well as the stats collected and reported to ASCA.

Grievances Filed: Number of formal grievances filed.

Number of written grievances filed by the inmates.

Counting rules:

1. A formal written grievance is a request for explanation or resolution of a problem filed by an inmate in accordance with the agency's grievance policy.
2. A grievance may be resolved favorably or unfavorably relative to the inmate's request or inquiry.
3. Responses must be written and provided to the inmate within the timeframes outlined in the agency's grievance policy.
4. Include grievances filed by inmates under interstate compact agreements.
5. Do not include informal resolutions that are in the process of being appealed by the inmate.

Grievances Resolved Formally: Number of formal grievances resolved via the formal grievance process.

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With the Kansas Department of Corrections, the first step of the grievance procedure is an informal resolution whereby the unit team should assist the inmate in resolving the issue. The KDOC does not track informal resolution of grievances. Therefore, the statistics involving the number of grievances filed and grievances formally resolved are as follows:

	CY 2011	CY 2012	CY 2013
Grievances Resolved Formally	751	478	444
Total Grievances Filed	2107	1778	1870

Please contact me if I can be of any additional assistance.

Jeremy Barclay
Special Assistant/Communications Director