



Pondville Correctional Center

PCC 491 Inmate Grievances Procedure

In accordance with:

103 CMR 491 - INMATE GRIEVANCES POLICY



I. Informal Resolution (103 CMR 491.07)

- A. Inmates at Pondville Correctional Center are encouraged to communicate their issues informally to staff verbally or in writing via the informal complaint form (Attachment I).
- B. An inmate may file a written informal complaint by following the standard operating procedures for Informal Complaint Resolution. Informal written complaints shall be processed in the following manner:
 - 1. The Informal Complaint process shall be overseen by the Superintendent's Administrative Assistant I. Informal Complaint forms (Attachment I) are available in the inmate library and outside of the first floor Classification Office.
 - 2. Completed informal complaint forms shall be placed in the locked grievance box located outside of the first floor classification office.
 - 3. The institution grievance coordinator (IGC) shall forward informal complaint forms submitted via the locked drop box to the Administrative Assistant I each business day.
 - 4. The Administrative Assistant I shall be responsible for submitting the Informal Complaint Resolution Report (Attachment III) to the Office of Administrative Resolution on a monthly basis.

II. Initiating a Grievance (491.10)

- A. The processing of inmate grievances shall be in accordance with 103 CMR 491 - Inmate Grievances.
- B. Location of Grievance Forms and drop boxes
 - 1. Inmate Grievance forms are located in the inmate library and outside of the first floor Classification Office. Completed grievance forms should be placed in the locked drop box outside the Classification office.

Informal Complaint Resolution Report

Month _____

Institution _____

A. Total Complaints received during the Month _____

B. Areas of Concern:

(Note: The total in section B. should equal the total in section A.)

Housing Assignment/Status _____

Clothing/Linen Exchange _____

Legal Exchange _____

Laundry _____

Religion _____

Library _____

Programs _____

Property _____

Phone _____

Mail _____

Visits _____

Food _____

Other _____

TOTAL: _____

C. Complaint Decisions:

(Note: the total in section C. should equal the total in Section A.)

Has Merit _____

Has Some Merit _____

Has No Merit _____

NA _____

Remain Pending _____
TOTAL _____

D. Resolution Decisions:
(Note: the total in section D. should equal the total in Section A.)

Granted _____
Partially Granted _____
Denied _____
Alternate Resolution Offered _____
Remain Pending _____
NA _____
TOTAL _____

Indicate any specific trends identified or found within the category designated as "Other".

Completed by: _____

Date: _____