

MCI-PLYMOUTH
103 CMR 491 INMATE GRIEVANCES
PROCEDURE STATEMENT

Purpose: The purpose of this procedural statement is to establish guidelines for the filing and processing of inmate grievances.

I. Informal Processing

- a. Inmates are encouraged to resolve their issues through an informal complaint process to ensure administrative efforts to resolve their complaint have been made. Inmates are encouraged to communicate their problem to the staff person responsible in the particular area of the problem (e.g., unit officer, work supervisor, Correction Program Officer, the appropriate Department Head or other appropriate staff member). Staff awareness as to the need for prompt attention and response to complaints will minimize the use of formal grievance procedures.
- b. Inmates are encouraged to pursue the informal complaint process prior to filing a formal grievance; however they shall not be required to do so. Inmates may address issues with staff via this process.
- c. Inmates shall file an informal complaint form within five (5) working days of the actual incident or within five (5) working days of the inmate's becoming aware of the incident or situation, whichever is later.

II. Formal Processing Of Inmate Grievances

- a. Inmates may obtain grievance forms in their respective housing unit or in the library.
- b. Grievance forms for general population inmates may be submitted to the Institution Grievance Coordinator (IGC) via the designated locked drop box.
- c. Appeal forms are available from the IGC or in the library.

- d. The IGC is responsible for recording all grievances, investigative comments, and decisions in the Inmate Management System.
- e. Upon receipt of the grievance, the IGC shall enter the grievance in IMS. The inmate shall then be given a copy of the IMS grievance, which shall serve as his receipt.
- f. The proper forms shall be used whenever inmates wish to withdraw a grievance.
- g. If a grievance cannot be resolved within the time limits set forth in CMR 491, an Extension Form (Appendix A) shall be issued.
- h. The IGC will make the determination if a grievance should be accepted as an emergency grievance.
- i. In the event an inmate needs special assistance to file a grievance, it shall be provided by the appropriate MCI-P staff member (e.g. IGC, assigned CPO). Such special assistance may include use of the telephonic interpreter service, assistance in writing the grievance (for illiterate inmates), etc. Should special assistance be utilized by the inmate, this will be documented in IMS under the investigation comments section.
- j. All grievance form received from inmates shall be completely filled out. Any section of the form missing information shall be returned to the inmate with a written explanation. The inmate will be given additional (3) working days to return the completed grievance form.

 Superintendent Date

 Reviewing Authority Date

Department of Correction
MCI-Plymouth

TO: _____

FROM: _____, Grievance Coordinator

SUBJ: Extension: Grievance # _____

DATE: _____

I am still investigating the above grievance. Therefore, the response deadline has been extended for a period of _____ days due to the following reason(s):

