


South Middlesex Correctional Center



SMCC 491 – Inmate Grievances

In accordance with:

103 CMR 491 – Inmate Grievances

South Middlesex Correctional Center (SMCC) Inmate Management Procedure shall be in accordance with 103 CMR 491 – Inmate Grievances. In addition, the following procedure shall be adhered to:

I. INFORMAL RESOLUTION (491.07)

- A. Inmates are encouraged to voice complaints to staff responsible for the area of a problem. If the complaint can not be resolved in a satisfactory manner, an Informal Complaint Forms (Attachment A – 103 CMR 491) are available in the Inmate Library or in the Main Lobby. All informal complaints shall be placed in the locked grievance box located in the Main Lobby and shall be forwarded to the Director of Treatment (DOT). The kiosks located on the First, Second and Third Floors may also be utilized to input and process an informal complaint. The complaint will be electronically forwarded to the DOT.
- B. The DOT, upon receipt of the informal complaint form, shall within one working day log the complaint into the informal complaint resolution log. Once the Informal complaint has been logged into the informal complaint resolution log the DOT shall, within one working day, evaluate requests and speak with any staff necessary including staff responsible in the particular area of the problem and document the staff person's recommended resolution. The resolution shall be noted on the complaint and a copy of the results shall be served to the inmate within 10 working days.
- C. The DOT shall complete the monthly informal complaint resolution report. These forms shall be reviewed periodically and assessed for developing trends or potential climate issues.

II. INITIATING A GRIEVANCE (491.09)

An inmate may obtain a grievance form from the Inmate Library or in the Main Lobby. Upon completion, the inmate should submit the formal grievance form to the Institutional Grievance Coordinator (IGC) by placing the completed form in the locked grievance box located in the Main Lobby. The kiosks located on the First, Second and Third Floors may also be utilized to input and process a grievance. The complaint will be electronically

forwarded to the IGC.

III. PROCESSING A GRIEVANCE (491.10)

- A. All formal grievances shall be entered into the Inmate Management System (IMS) by the IGC or Assistant IGC.
- B. The IGC shall respond to the grievance within ten (10) working days upon receipt. If additional time is needed to thoroughly investigate a grievance, the inmate shall be notified in writing of the extension of the grievance decision.
- C. The telephonic interpreter service shall be utilized to conduct interviews with non English-speaking inmates. A notation shall be entered in comments section in IMS stating the telephonic interpreter service was utilized.
- D. Formal grievance forms shall be filed and maintained by the IGC. The quantity and nature of inmate grievances shall be aggregated and analyzed on a monthly basis and forwarded to the Department Grievance Manager by the fifth day of the following month by the Superintendent.
- E. A IMS-generated receipt shall be issued to the inmate on the date of receipt of a grievance. A copy of the receipt shall be placed with the original grievance and maintained by the IGC.

IV. APPEAL PROCESS (491.12)

The appeal process shall include the following:

- A. An inmate whose grievance has been denied may appeal to the Superintendent. Grievance appeal forms are available in the Inmate Library or in the Main Lobby. The kiosks located on the First, Second and Third Floors may also be utilized to input and process an appeal. The appeal will be electronically forwarded to the Superintendent. The appeal must be filed within ten working days from receipt of a decision to the Superintendent unless conditions noted in 103 CMR 491.11 or 491.17 are applicable. All appeals submitted in paper form must be accompanied by a copy of the grievance decision.
- B. Upon receipt of an inmate's appeal, the Superintendent's Office shall enter the appeal information into IMS. A IMS-generated receipt shall be issued to the inmate on the date of receipt and a copy shall be maintained in the Superintendent's Office with the original complaint.
- C. The Superintendent shall respond to the grievance appeal within thirty (30) working days from receipt of the grievance appeal. If additional time is required to thoroughly investigate the appeal, the inmate shall be notified, in writing, of the extension.

- D. Grievance appeals shall be maintained by the Superintendent's Office until a decision is reached and issued to the inmate. Upon completion of the grievance process, the original appeal package shall be forwarded to the IGC to file with institutional grievances.