

BAY STATE CORRECTIONAL CENTER

103 CMR 491 - INMATE GRIEVANCE PROCEDURES

PROCEDURAL STATEMENT

I PURPOSE

The purpose of this document is to establish a local procedure that complies with DOC regulations, as outlined in the most recent 103 CMR 491 - Inmate Grievance Policy.

II CANCELLATION

This procedural statement cancels all previous Bay State Correctional Center procedural statements, bulletins, directives, orders, notices, rules or regulations regarding inmate grievance procedures.

III APPLICABILITY

This procedural statement applies to all Bay State Correctional Center employees and inmates.

IV INFORMAL RESOLUTION

A. Inmates are encouraged to resolve complaints by communicating their issue(s) to the appropriate staff person(s) responsible in the particular area of the problem, i.e. Correctional Program Officer, Property Officer, department head, etc. Appropriate staff are available at scheduled times during the week at staff access hour. The inmate may write the appropriate staff member via the institutional mail or place an informal Complaint form in the grievance mailbox.

B. Inmates may file an Informal Complaint by following the Informal Complaint Resolution Standard Operating Procedures.

V GENERAL REQUIREMENTS

Submitted grievances must conform to the general requirements outlined in section 491.08 of the Department Policy 103 CMR 491 - Inmate Grievance.

VI INITIATING A GRIEVANCE

A. Forms:

Shall be readily available to all inmates in their housing units. In addition, inmates may obtain forms from the following staff/locations:

1. Inmate Library
2. Correctional Program Officer
3. Institutional Grievance Coordinator
4. Assistant Grievance Coordinator

B. **Filing** - Completed grievance forms may be filed in accordance with 103 CMR 491.09.

1. The (locked) Grievance drop box, is located adjacent to the Main 1 officer's station

C. Inmates who are illiterate, who can not read or write legibly, or who can not speak English are authorized to obtain assistance from their Correctional Program Officer or other staff members.

1. Staff should assist in the completion of the complaint, grievance and appeal forms, as necessary.

2. The telephonic interpreter service may be utilized with staff supervision.

VII. EMERGENCY GRIEVANCES

A. Emergency grievances will be handled as outlined in 103 CMR 491.11.

VIII. APPEAL PROCESS

Appeals of denied grievances are to be filed and processed in accordance with section 491.12 of the Department Policy 103 CMR 491.

Appeal Forms shall be readily available to all inmates in their housing units. In addition, inmates may obtain forms from the following staff/locations:

A. Inmate Library

B. Correction Program Officer

C. Institutional Grievance Coordinator

D. Assistant Grievance Coordinator

IX. CENTRAL OFFICE REVIEW

The Department Grievance Manager may elect to review grievance appeals denied by the Superintendent. The Department Grievance Manager may take any action upon review of a grievance that the Superintendent is also authorized to take.

X. EXTENSION OF TIME PERIODS

In Accordance with 103 CMR 491.18.

Donald J. Levesque, Superintendent

Date

January, 2014

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