



## Department of Public Safety and Correctional Services

### Office of the Secretary

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STATE OF MARYLAND

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SECRETARY

March 11, 2014

Benjamin L. Cavataro  
Prison Information Project  
C/o Professor Margo Schlanger  
910 Legal Research Building  
University of Michigan Law School  
625 South State Street  
Ann Arbor, MI 48109

Mr. Cavataro,

The Department of Public Safety and Correctional Services (DPSCS) has received your request for information under the Maryland Public Information Act (PIA).

### Records Requested

1. Any current prisoner handbook or manual (including any inmate orientation handbook or manual), whether system-wide or institution-specific.
2. All current prisoner grievance regulations, policies, guidelines, manuals, directives, rules, etc., including general grievance policies/guidelines/etc. and specific grievance policies/guidelines/etc. relating to, for example, health care or sexual assault. o By "grievance" we mean any grievance or complaint, whether formal or informal, whatever the subject matter.
3. Any records created or updated from 2003 to the present, tallying or reporting:
  - The number of grievances filed and resolved each year.
  - The categories or subject matter of grievances filed and resolved, and number of grievances in each subject matter category used (for instance, grievances related to food,
  - health care, use of force, etc., and including both ordinary and "sensitive" complaints such as those involving allegations of staff misconduct)

- Grievance outcomes or resolutions each year, by subject matter category and year.
  - Statistics or data on length of time to resolve grievances, by subject matter category and year.
4. Any current policy for prisoner mail or correspondence, including regular and legal mail, prisoner receipt of newspapers, magazines, newsletters, and books.

Included, please find available information you have requested.

Sincerely,

Renata Seergae  
Communications and Public Information