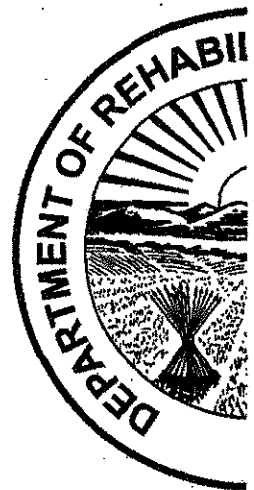


Ohio Department of
Rehabilitation and Correction

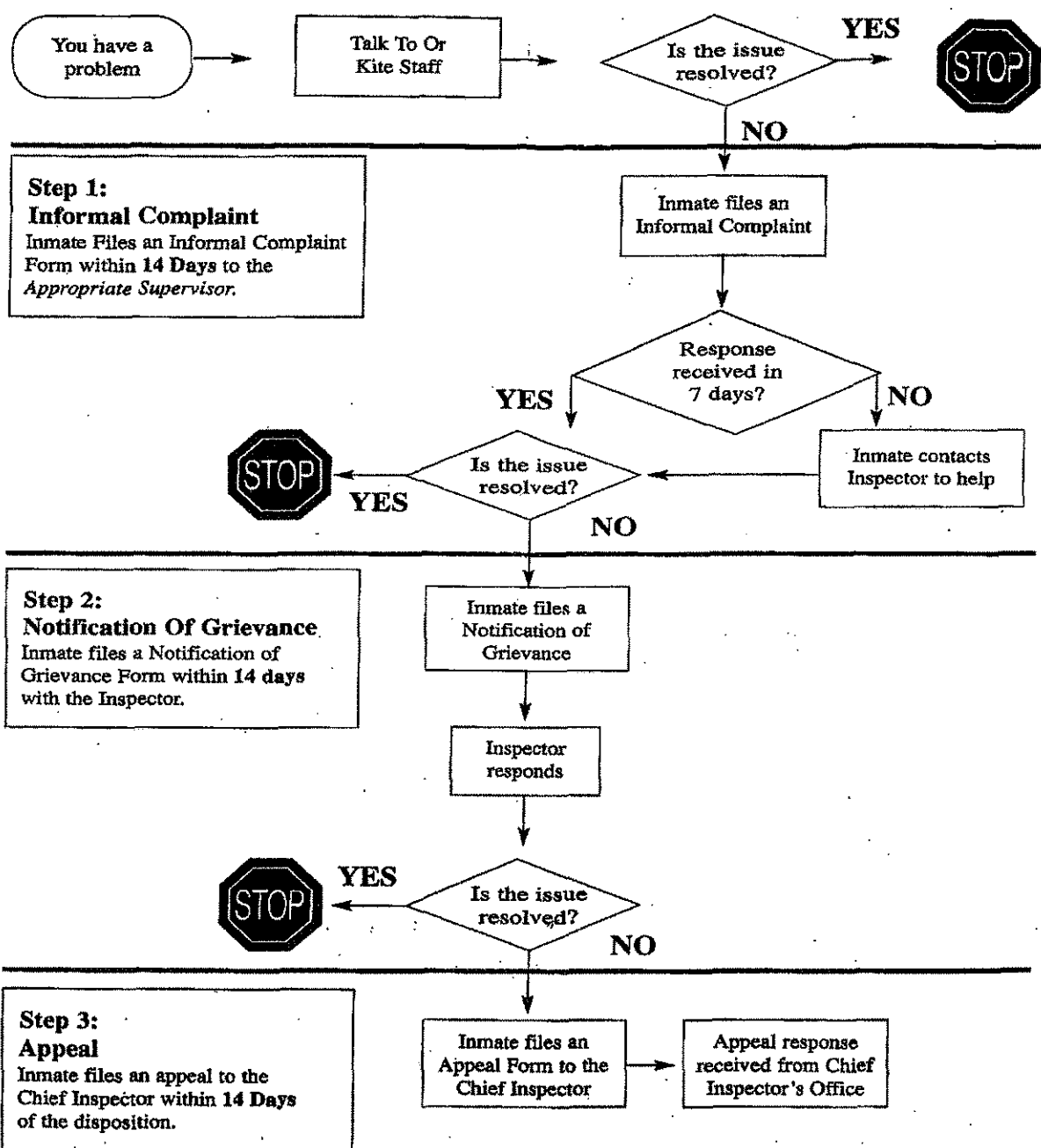
USING
THE
INMATE
GRIEVANCE
PROCEDURE



The Inmate Grievance Procedure is
explained in Administrative Rule
5120.0-21 of the Ohio Revised Code



Inmate Grievance Procedure Flowchart



will read your grievance and the chief inspector will make a decision. You will be told if more time is needed. The chief inspector will be final of the decision. The chief inspector is final.

AND RESTRICTIONS
 There is a code of conduct for your use. Any grievance procedure. If used for minor problems from growing anger, be respectful, don't make accusations. Tell the truth. If you lie, threaten people, or use force, you may receive a conduct charge. A charge may be placed on you if you use the grievance procedure.

AGAINST REPRISALS
 No one can punish you just because you filed a grievance. If you believe you are being punished differently because you filed a grievance, you can act against the inspector immediately. Staff may be investigated. Staff may be charged against you in this way.

CONFIDENTIALITY
 Your grievance is confidential. Your records are protected. The inspector's records. Only the people who work in the inspector's office can look at these records.

The grievance procedure is explained in Ohio Administrative Code 5120-9-31 of the Ohio Administrative Code. More information may be available in Rules 5120-9-29 and 5120-9-30. Rules are available in the

The Inmate Grievance procedure is explained in Administrative Code 5120-9-31 of the Ohio Administrative Code which is available

INTRODUCTION

Problems or questions about daily operations of the prison can be solved by the employees who can help. You are the employee who works in the area where the problem is. You can either solve the problem or report it. For example, if you have a problem with a stolen item, your correction officer can help you.

For the problem you can try to solve it through the inmate grievance procedure.

INMATE GRIEVANCE PROCEDURE

There is a way to voice concerns that come up during your time in prison. This includes complaints about housing conditions, staff, inmates, and procedures. Using the grievance procedure, you can file many complaints and correct them.

Follow the procedure. It is hoped that you will resolve your problem at the first step. At each step you will have the opportunity to solve your problem and explain what the problem is. If you have a problem, do not wait! The inmate grievance procedure has been designed to help you.

INSTITUTIONAL SERVICES

The inspector of institutional services oversees the prison operations to make sure they are being followed. The inspector oversees the grievance procedure and handles grievances. The inspector takes complaints, talks with both staff and inmates, and the warden knows what changes to make. Ask the inspector any questions you have about the inmate grievance procedure.

NON-GRIEVABLE

Some things can not be grieved. This is because they already have a separate appeal process. Information about these processes can be found in the Administrative Rules and policies, which are available in the library. Some examples are:

- Hearing officer and RIB decisions
- Local Control/Administrative Control
- Security Classification
- Job Assignment

Some of the other things that can not be grieved are:

- State Laws
- Court Matters/Judge's Orders
- Adult Parole Authority Actions or Decisions

STEP ONE: INFORMAL COMPLAINT

Remember when you have a problem, talk to or write the staff working in the area. If this does not work, you can file an informal complaint form. These forms are available in your unit or from your inspector. If you have any problem getting this form you should write the inspector.

You only have 14 days from when the problem happened to file your informal complaint. The form is easy to complete--fill in all the blanks, write neatly, and be brief. Explain who, what, where, and when. Use a new form for each problem. After you complete the form, send the white and canary-yellow copies, by mail, to the department or supervisor in charge of the area of your complaint. Your unit staff or inspector can tell you who to send it to. Send the pink copy to the inspector. The goldenrod copy is yours to keep.

When the staff member receives your complaint, they will investigate and respond within 7 days. You should receive their answer on the canary-yellow copy of the form. If you do not receive an answer within 7 to 10 days then you should contact the institutional inspector. If your complaint is not resolved, you may file a grievance.

Some types of complaints need quick action, such as if you may be physically harmed, or have experienced an unreported use of force. If this should occur, let a supervisor know and then tell the inspector. If you experience inappropriate supervision or retaliation, contact the inspector directly. The inspector may tell you to file a grievance instead of starting with an informal complaint.

STEP TWO: GRIEVANCE

A notification of grievance form is needed in order to file a grievance. **You have 14 days from the date you received the answer to the informal complaint to file a grievance unless the inspector waives the time limit.** Only the inspector can give you a grievance form so you must write the inspector and ask for one. If you need help with the form ask the inspector or your case manager. The form is easy to complete--fill in all the blanks, write neatly, and be brief. Explain who, what, where, and when. Stick to the facts.

After you have completed your grievance form, attach the canary-yellow copy of the informal complaint, if it was answered, and send it to the inspector. The pink copy of the grievance form is yours to keep.

DISPOSITION OF GRIEVANCE

The inspector will read your grievance form. The inspector will then investigate the grievance. The inspector may need to talk to you or other people, look at rules or other records. Most of the time the inspector will finish the investigation in 14 days. If the inspector needs more time then they will let you know. When the investigation is complete the inspector will tell you what they found on a disposition of grievance form. The inspector will send you the canary-yellow copy of the grievance you filed, the canary-yellow copy of any informal complaint you sent and the completed disposition of grievance.

STEP THREE: APPEAL

Read the inspector's disposition. If your complaint

is still not solved or if you are not satisfied then you may appeal. **You have 14 days from the date you received the appeal to the chief inspector to file an appeal form.**

Read the instructions on all the blanks, write neatly, and explain why you do not agree with the disposition. Stick to the facts. Do not argue. When you are done with the form, make two copies of your grievance, and inform the inspector. Mail the appeal to the inspector's address is on the back of the form.

OFFICE OF THE CHIEF INSPECTOR

The office of the chief inspector will receive your appeal. The inspector, other people, and the staff of the chief inspector will review your appeal. They may not correctly answer you if you are not satisfied. They may file an appeal if needed or tell the inspector. This is called 'modified decision' or 'reversed'. You will receive the inspector's decision in about 30 days. To investigate they will look at the facts made by the chief inspector.

GRIEVANCE INSPECTOR

If you believe that the rule or let someone else file your grievance to the chief inspector. **30 days from the date you filed your grievance.** You do not need to file a complaint. Get a grievance form. Fill it out like you would a complaint. The pink copy is yours to keep. Send it to the chief inspector, North, Columbus, Ohio.