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Justin Jones, Director
Oklahoma Department of Corrections

Signature on File

Offender Grievance Process

The offender grievance process provides a standard method by which an offender may seek formal administrative decisions or answers to issues or complaints. (2-CO-3C-01, 4-4284, 4-ACRS-4C-01M, 4-ACRS-6B-03, 4-APPFS-2C-02) Offenders are required to exhaust the grievance process prior to filing a lawsuit (42 U.S.C. § 1997 (e) and 57 O.S. § 564). This procedure will be made available to all offenders through orientation and library services.

I. Definition of Terms Used in This Procedure

A. Offender Grievance

The formal complaint by an offender using the "Offender Grievance Report Form" ([DOC 090124A](#), attached).

B. Request to Staff

A system of two-way communication between staff and offenders to resolve complaints/issues informally for issues that can move forward in the grievance process (4-4016)

C. Offender Request

A system of two-way communication between staff and offenders to resolve complaints/issues that will not move forward in the grievance process.

D. Offender

Any person sentenced or assigned to any form of supervision, custody, or control by the Oklahoma Department of Corrections (DOC) at any prison facility, in the community, or on probation or parole status.

E. Reviewing Authority

The facility head or facility correctional health services administrator (CHSA) where the incident occurred and to whom the grievance is first submitted.

F. Administrative Review Authority (ARA)

The director, chief medical officer, or their designee to whom the formal grievance is submitted for final appeal.

G. Department Staff

Any staff member employed by the Oklahoma Department of Corrections

(DOC). This designation may also include, for the purpose of this procedure, employees of a contract provider or a volunteer for the department.

H. Verified

The act of signing a document and having it notarized by a licensed notary.

II. Grievance Procedure Guidelines

A. Grievable Issues

1. A grievance may be used to address issues regarding conditions of confinement, actions of staff, and incidents occurring within or under the authority and control of DOC that have personally affected the offender making the complaint and for which a remedy may be allowed by the department or by law. (2-CO-4B-03, 4-4301)
2. The grievance process may be used by all offenders assigned to any custody assessment or disciplinary status.
3. Sex Offender Registration Grievances

Those offenders and persons required to register as sex offenders under Oklahoma law may file a grievance if they believe they are not required to register, or if they believe their registration level is incorrect.

- a. For those offenders under DOC supervision on parole or probation, the procedures set forth in this procedure shall be followed by first submitting a "Request to Staff" ([DOC 090124D](#), attached) to their supervising officer, then filing a formal grievance with the district supervisor as the Reviewing Authority and an appeal may be filed to ARA.
- b. For those persons not under DOC supervision, a request to staff is not required, but a grievance may be filed with the sex offender registration unit as the Reviewing Authority and an appeal may be filed to the ARA. The time requirements for filing grievances as set forth in this procedure shall be followed.

B. Non-grievable Issues

1. Misconduct reports received through the department disciplinary procedures may not be appealed through the grievance process. Misconduct reports may only be appealed through the procedures referenced in [OP-060125](#) entitled "Department Offender Disciplinary Procedures."

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2. Grievances may not be submitted about matters that are in the course of litigation.
3. Requests for disciplinary action against staff will not be addressed through the grievance process.
4. Privately contracted facility property issues are not grievable.

C. Failure to Submit Timely Grievance

An offender will submit a grievance within the time frames established below; if not, the grievance will be returned unanswered as untimely submitted, except as provided for in Section XII. of this procedure.

III. Access to the Grievance Procedure

The written grievance procedure and grievance forms will be readily available to offenders and staff throughout DOC and in private prison facilities. (4-4344M)

A. Availability of Materials/Forms

Materials and forms will be available through the law libraries, general circulation libraries, facilities, district offices and staff. Staff will provide assistance as to the proper method of submitting a grievance.

B. Explanation of Process

Upon initial reception at the assessment and reception center or district/sub-office and upon transfer to a facility or district/sub-office, the grievance process will be explained to offenders that will include non-English translation (oral and written) as required. Appropriate assistance for those impaired or disabled will also be provided.

C. Training

All department staff, employees of private prisons or community contract facilities and volunteers will receive documented training in the grievance process during orientation and pre-service training. Employees who work at a facility or who have regular daily contact with offenders during the course of their employment will also receive documented grievance process training during in-service training.

D. Reprisals

An offender will not suffer reprisals for submitting a grievance in good faith.

1. A reprisal means any action or threat of action against anyone for using the grievance process. Actions taken in accordance with the abuse of process procedure below or discipline for false statements are not reprisals.

2. A grievance may be submitted if the offender feels any reprisal has occurred.
3. The offender will not receive a misconduct report for submitting a grievance in good faith.
4. A misconduct report may be issued if an offender has made a threat in a grievance against staff, visitors, or another offender, or if an offender has provided a falsified, forged or fraudulent document as evidence in the complaint.

E. Direct Involvement

An employee directly involved in the offender's alleged complaint may not determine the final resolution of the formal complaint.

1. If the complaint concerns any direct, personal action by the reviewing authority or facility CHSA, a designee from the facility will be appointed to resolve the complaint.
2. Direct involvement means direct personal involvement by the facility/district/unit head in the alleged conduct/incident at issue in a formal complaint, but does not include routine administrative matters such as final review action taken by the facility/district/unit head in the custody assessment process.

F. Offender Assistance

An offender may assist another offender at the same facility in preparing a grievance, but the complaining offender must sign the grievance and submit it to staff.

G. Submitting on Behalf of Another Person

No person may submit a grievance on behalf of another person or about an issue/complaint not directly affecting the complaining offender.

H. Legible

Offender "Request to Staff" ([DOC 090124D](#)) forms and grievances submitted to staff for resolution must be legibly written in blue or black ink. No pencil, highlighter or other color of ink is allowed. No drawing, decorating, doodling, or making comments in the margins of the pages is permitted.

IV. Informal Resolution

Informal resolution requires communicating with staff, including submitting a "Request to Staff," if the complaint is not resolved. The informal resolution process precedes submitting a grievance.

A. Categories for Grievances

This process must relate to one of the following categories:

1. Discrimination;
2. Classification;
3. Complaint Against Staff;
4. Conditions of Confinement;
5. Disciplinary Process;
6. Legal;
7. Medical;
8. Property;
9. Records/Sentence Administration: and/or
10. Religion.

B. Initial Attempt

Before submitting a "Request to Staff," the offender must try to resolve the complaint by talking with the affected staff, supervising employee or other appropriate staff within three days of the incident.

C. Request to Staff

If not resolved, the offender must submit a "Request to Staff" to the law library supervisor/designated staff member, detailing the issue/incident completely but briefly.

1. The submission to the law library supervisor applies to minimum and higher facilities.
2. Community level facilities will submit to the appropriate staff member. This statement must be specific as to the complaint, dates, places, personnel involved and how the offender was affected.
3. The "Request to Staff" must be submitted within seven calendar days of the incident, and only one issue or incident is allowed per form.
3. The offender may utilize only the front and back of the form. No attachments are allowed.

4. The law library supervisor/designated staff member will assign the "Request to Staff" to the appropriate staff member who will attempt to resolve the issue. The staff member assigned will respond in writing within ten working days of receipt to all "Request to Staff" forms being used to attempt informal resolution. This response will be given to the law library supervisor/designated staff member for tracking. The original will remain in the law library and a copy given to the offender by the law library supervisor. On the "Request to Staff" form, staff will document any action taken and will cite or quote applicable department procedures.
5. A "Request to Staff" may not be submitted about matters that are in the course of litigation or any categories that are not listed above.
6. A "Request to Staff" by an offender regarding a pending misconduct of that offender may only be submitted to the assigned investigator.
7. If there has been no response in 30 calendar days of submission, the offender may file a grievance to the reviewing authority with evidence of a copy of the log maintained by the law library supervisor that the Request to Staff had been filed and no answer was received. The grievance may assert only the issue of the lack of response to the "Request to Staff."
8. An Oklahoma offender held in another state or jurisdiction pursuant to an agreement between DOC and said jurisdiction shall submit a copy of any "Request to Staff" to the Corrections Compact Unit at the Lexington Assessment and Reception Center (LARC).

D. Offender Request

Any issues that do not fall into the categories for filing a "Request to Staff" must be placed on an "Offender Request" form ([DOC 090124E](#), attached) and submitted to the appropriate staff member, generally unit staff. Any requests submitted on blank paper will be returned unanswered.

- E. Law library supervisors/designated staff are required to log each "Request to Staff" in and out on the "Request to Staff Log" ([DOC 090124F](#), attached). This log will be located on Share Point with accessibility to all facilities and administration.

V. Submission and Review of Formal Grievances

A. Submitting the Grievance

If a complaint is not resolved informally, the offender may obtain and complete the "Offender Grievance Report Form" ([DOC 090124A](#)) and submit the grievance form, along with the "Request to Staff" form used in the

informal resolution process with the response, to the reviewing authority. The "Request to Staff" form may be a copy of the form. The submitted documents may contain no alterations whatsoever. Altered documents will cause the grievance to be rejected as improperly filed. No additional attachments are allowed.

1. The offender grievance must be submitted by the complaining offender within 15 calendar days of the incident, or the date of the response to the "Request to Staff" form, whichever is later. The "Request to Staff" must have been timely submitted as outlined in Section IV. B. item 2. of this procedure.
2. The reviewing authority may choose to extend the submitting period up to 60 days for good cause.
3. Under no circumstances will the grievance be accepted after 60 days of the incident or the date of the response to the "Request to Staff" unless ordered by a court, the director, chief medical officer, or their designee.
4. Only one issue or incident is allowed per grievance.
5. All medical grievances will be submitted to the facility correctional health services administrator (CHSA) for resolution.
6. Contract private prison facilities are responsible for responding to grievances on matters occurring during the offender's incarceration. Offenders may file grievances at private prisons with the facility administrator concerning their assignment at the private prison.
7. If the offender does not follow instructions as explained in this procedure and on the grievance forms, the grievance may be returned unanswered for proper completion. If allowed, the offender must properly re-submit the grievance within ten calendar days of receipt. Continued failure to follow instructions may result in restrictions being imposed as outlined in Section IX. of this procedure.

B. Where the Grievance is Submitted

1. Offenders must submit the grievance to the reviewing authority or facility correctional health services administrator (CHSA), whichever is appropriate, where the alleged incident occurred. Grievances concerning custody assessment, sentence administration or records must be submitted to the facility where the field file is located.
2. If the location of the alleged incident is unknown or uncertain, the offender will consult with their case manager/designated staff for assistance.

3. If the grievance involves multiple facilities at different locations, such as transfer of property, the offender will submit the grievance to one of the involved reviewing authorities who will investigate, respond to the grievance, and then forward the original grievance to the next reviewing authority for further investigation and response. The offender will be informed of where the grievance is being forwarded. This process will continue until every involved reviewing authority has reviewed and responded to the grievance. The last reviewing authority will return the originally submitted paperwork to the offender along with the response.
4. If the grievance is filed by an Oklahoma offender held in another state or jurisdiction, the offender will submit the grievance to the Administrator of Classification and Population who will serve as the reviewing authority.

C. Time Frames for the Review of Grievances

1. The reviewing authority will respond on the "Grievance Response from Reviewing Authority" form ([DOC 090124B](#), attached), and will forward the answered grievance forms to the offender within 15 working days of receipt of the grievance.
2. If the grievance involves multiple units at different locations, the period for response will be 15 working days from receipt of the grievance by each involved unit.
3. If the grievance cannot be answered within the 15 day period, the offender will be notified in writing, and the due date will be extended no more than an additional 15 working days.
4. If there has been no response by the reviewing authority within 30 calendar days of submission, the offender may send a grievance to the administrative review authority or chief medical officer with evidence of submitting the grievance to the proper reviewing authority. The grievance submitted to the administrative review authority or chief medical officer may assert only that the offender's grievance was not answered.

VI. Procedures of the Reviewing Authority

A. Tracking Procedures

1. Upon receipt of every grievance, the reviewing authority will assign a grievance number, category code, and stamp or show date of receipt on every page received, including the envelope. This includes grievances returned unanswered for any reason.

2. The reviewing authority will screen the grievance to determine:
 - a. Whether the grievance concerns an issue or incident involving the unit where the grievance was received;
 - b. Whether the issue raised is a grievable issue;
 - c. Whether the grievance and "Request to Staff" form were submitted in a timely manner;
 - d. Whether the proper procedures for submitting a grievance were followed; and
 - e. Whether the grievance contains more than one issue.
3. If alleged to be of an emergency or sensitive nature, the grievance will be screened to determine if it should be handled as an emergency or sensitive grievance as outlined in Section VIII. of this procedure.

B. Answering the Grievance

1. On the "Grievance Response from Reviewing Authority" form ([DOC 090124B](#)), the reviewing authority will cite and quote the appropriate department procedures, facility/district/unit procedures or Oklahoma Statute and will state specific findings of fact, conclusions, and all actions taken by the reviewing authority to investigate and resolve the complaint.
2. The facility/district head will conduct a final review of the CHSA's medical grievance response. If they concur with the CHSA's response, they will sign and date the "Grievance Response from Reviewing Authority" form. If they do not concur with the CHSA's response, they will return it to CHSA. The facility/district head will work with the CHSA to ensure that the revised response is appropriate.
3. A legible copy of the grievance, the response, and all paperwork submitted will be returned to the offender. The original of all paperwork will be retained by the reviewing authority.
4. The reviewing authority or designee will have the offender sign and date the response acknowledging receipt.
5. The reviewing authority will either grant or deny the grievance in whole or in part, and if granted, will provide the appropriate remedy and due date.

6. The reviewing authority will return unanswered any grievance that contain any errors in the filing process and notify the offender to correct the errors within 10 calendar days of receipt of the notice to the reviewing authority. If the offender fails to correct the errors, the grievance will be returned unanswered and the offender will have waived/forfeited the opportunity to proceed in the grievance process.

C. Resolution/Action in Response to a Grievance

1. Resolution/action may be taken at any reviewing level and may include any appropriate remedy as authorized by Oklahoma law.
2. Grievances rendered moot by the offender discharging will not require a response.

VII. Appeal Process and Procedure (4-4284, 4-4301)

A. Grounds for Appeal

The offender may appeal the reviewing authority's response to the grievance on the following grounds only:

1. Upon newly discovered/available evidence not considered by the reviewing authority, relevant to the issue and necessary for a proper decision. The offender must state why the evidence was not previously available and how, if considered, it may alter the decision. The offender must clearly state the newly discovered/available evidence; or
2. Probable error committed by the reviewing authority in the decision such as would be grounds for reversal. The offender must clearly state the error committed by the reviewing authority, including the specific section of procedures or statutes not followed by the reviewing authority.

B. Final Appeal to Administrative Review Authority or Chief Medical Officer

The offender may make a final appeal to the administrative review authority or chief medical officer, whichever is appropriate, within 15 calendar days of receipt of the reviewing authority's response or any amended response.

1. Submission of the Grievance Appeal
 - a. The offender will submit only the "Misconduct/Grievance Appeal Form to Administrative Review Authority" ([DOC 060125V](#)). Offenders are to maintain a copy of the appeal for their record. This is not a co-payable item. The original paperwork will be retained by the reviewing authority.

- b. No additional attachments are allowed. Pages may not be stapled, glued, taped, reduced in size, or otherwise affixed together to count as one page.
- c. The administrative review authority will notify the responding facility when responses are appealed by the offender. The "Request to Staff," grievance, and grievance response will be provided in electronic format to the administrative review authority by designated staff within three working days.
- d. Each grievance submitted by an offender for appeal must be submitted in a separate envelope and mailed through the U.S. Postal Service.
- e. The Administrative Review Authority has the authority to return grievances and grievance appeals unanswered when they contain more than one issue or when they fail to be filed in accordance with this procedure. The offender will be given one opportunity to correct any errors, which must be received by the Administrative Review Authority within 20 calendar days of the time the offender is notified of improper filing. If the offender fails to correct the errors, the grievance or grievance appeal will be returned unanswered and the offender will have waived/forfeited the opportunity to proceed in the grievance process.

2. Co-Pay

- a. Offenders will be charged \$2.00 per grievance submitted to the administrative review authority or chief medical officer. Offenders will not be refused access to the administrative review authority or chief medical officer because of their financial status. If there are not enough funds to cover this cost, the amount will be collected as soon as funds become available.
- b. After answering the grievance, the administrative review authority or chief medical officer will submit a copy of the grievance form to the facility trust fund officer at the facility where the offender is currently housed, for the \$2.00 fee to be entered into the system as a "Legal Co-Pay." If relief is granted, no co-pay will be collected.

- 3. The administrative review authority or chief medical officer has 20 working days from receipt of the grievance to respond and forward the grievance to the offender. If more time is required, the offender will

receive written notification, and the due date will be extended no more than an additional 20 working days.

4. The administrative review authority or chief medical officer will retain one legible paper or digital copy of all grievance paperwork on file, with one legible paper or digital copy of the response to the reviewing authority, and a copy of the response to the offender. Each response will be handled and recorded according to privilege mail procedures.
5. Grievances and grievance appeals which present more than one issue or which are not filed in accordance with this procedure will be returned unanswered.

C. Administrative Review Action

If the administrative review authority or chief medical officer determines that the grievance needs further investigation or review by a reviewing authority, the grievance may be returned to the reviewing authority for further investigation and for an amended response to the offender.

1. If the grievance is returned to the reviewing authority, the offender will be notified by the administrative review authority or chief medical officer where the grievance has been sent.
2. The reviewing authority will respond within 15 working days of receipt of the returned grievance with an amended response. The amended response will be provided on the "Grievance Response from Reviewing Authority" form ([DOC 090124B](#)).
3. The reviewing authority will scan a copy of the amended response to the administrative review authority or chief medical officer.
4. If the offender has grounds for appealing the reviewing authority's amended response, as provided in Section VII. item A. of this procedure, the offender may re-file the grievance appeal within the guidelines and time frames specified in this procedure.

D. Final Ruling

1. The ruling of the administrative review authority or chief medical officer is final and will conclude the internal administrative remedy available to the offender within the jurisdiction of the Oklahoma Department of Corrections. The offender will have satisfied the exhaustion of internal administrative remedies required by Oklahoma Statute 57 O.S. § 564.
2. The department grievance procedure does not satisfy the additional requirements for exhaustion of administrative remedies required by

the Oklahoma Governmental Tort Claims Act, 51 O.S. § 151 et seq. Offenders may also be required to file a tort claim prior to filing a lawsuit.

VIII. Emergency or Sensitive Grievances

A. Process

Grievances may be submitted directly to the reviewing authority without informal resolution when the complaint is of a sensitive nature or when substantial risk of personal injury or other irreparable harm exists. The offender must use the "Offender Grievance Report Form" ([DOC 090124A](#)).

1. Emergency Grievance

A complaint of an emergency nature is one in which the complaint alleges irreparable harm or personal injury will occur and which the grievance process will be unable to address in a timely preventive manner. The word "emergency" will be written at the top of the grievance before submission

2. Sensitive Grievance

A complaint of a sensitive nature is one in which the complaint alleges misconduct by a staff member who either directly supervises the offender or is the reviewing authority where the offender is assigned. The word "sensitive" will be written at the top of the grievance before submission.

3. The offender will describe the reason why they believe the grievance to be of an emergency or sensitive nature that justifies not submitting the grievance through normal procedures and attempting informal resolution. The grievance must include a statement specifying the personal injury or irreparable harm at risk.

4. The offender will forward the grievance directly to the reviewing authority that can provide immediate resolution. If the complaint involves the reviewing authority and is of a sensitive nature, the grievance may be brought directly to the administrative review authority or chief medical officer, whichever is appropriate.

B. Upon receipt of a grievance marked "emergency" or "sensitive," the reviewing authority will have 24 hours to determine if it is in fact an emergency or sensitive grievance. If so, an expedited review will be conducted and a response provided to the offender within 48 hours of receipt, excluding weekends and holidays. The offender may appeal that response as provided for in Section VII. of this procedure. The administrative review authority or chief medical officer will provide an expedited response to all verified

emergency or sensitive grievances within 72 hours of receipt of the grievance appeal, excluding weekends and holidays.

C. Determination that a Grievance is Not Emergency or Sensitive

When the appropriate reviewing authority determines that a grievance is not of an emergency or sensitive nature, the grievance will be returned to the offender with notification that the grievance is not of an emergency or sensitive nature and that the standard grievance process must be followed.

D. Co-Pay

Offenders will be charged the \$2.00 legal co-pay as specified in this procedure for submission of an emergency or sensitive grievance. If relief is granted, no co-pay will be charged.

IX. Abuse of the Process

A. Determining Abuse of the Grievance Process

1. The appropriate reviewing authority or chief medical officer may determine there is abuse or misuse of the grievance process and may restrict the offender's ability to submit a grievance. Types of abuse, include, but are not limited to:
 - a. Grievances intended to harass another;
 - b. The continual and repeated submitting of frivolous grievances (frivolous grievances are those with no basis in fact or law);
 - c. The repeated submitting of grievances or "Requests to Staff" about an issue previously addressed by staff in their written response;
 - d. Grievances about de minimis (small, trifling, no available remedy) issues;
 - e. Repetitive grievances by multiple offenders about the same issue;
 - f. An offender writing letters instead of utilizing the grievance process and failing to bring complaints by formal grievance; and
 - g. Continued procedural defects, such as submitting additional pages, after having been previously warned.

2. If abuse of the process is determined, the offender will be notified in writing, citing the above listed reason or reasons the offender has been placed on grievance restriction. A copy of the determination will be placed in the offender's field file and a copy will also be provided to either the reviewing authority or the administrative review authority, whichever is appropriate. The determination of abuse of the process will also result in the immediate return of the grievance without a finding or response. If the determination of abuse of the process is taken at the first level of review, the action is appealable to the appropriate administrative review authority.

B. Restriction Process

1. The grievance restriction may be imposed for a period not longer than 12 months. Further abuses are grounds for extending the restriction.
2. For all grievances submitted during the restriction period, the offender is required to show cause as to why they should be permitted to grieve. Cause will be shown as follows:
 - a. The offender will submit a duly verified affidavit, made under penalty of discipline for lying to staff, attached to the grievance, stating that all contents of the grievance are true and correct to the best of the offender's knowledge. The affidavit will also contain a list by grievance number, date, description, and disposition at each level, of all grievances previously submitted by the offender within the last 12 months. Each page of the affidavit must be signed, verified and notarized.
 - b. In each case, before considering the merits of the grievance, the reviewing authority will determine whether the offender has complied with the requirements for being permitted to submit a grievance.
 - c. If the offender has not complied with all requirements for submitting a grievance, the grievance will be returned for correction and written reasons for such action provided to the offender.
 - d. The grievance may proceed when the offender meets the guidelines outlined in this section.

X. Confidentiality and Use

A. File Maintenance and Access

1. All offender grievance records will be treated as restricted and will be

maintained in a file separate from the offender field file and medical record. Access will be limited to corrections employees who need such information in the performance of their duties, such as staff members preparing responses to grievances and investigations. (4-ACRS-7D-09)

B. Attachments to Special Reports

Copies of completed offender grievances will be made an attachment to all special reports ordered by any court. If no grievance was submitted by an offender plaintiff, an affidavit attesting to that fact will be made an attachment to the special report.

XI. Monitoring of Offender Grievances

A. Grievance Report Log

1. The reviewing authorities and CHSA's and/or their designees will record all submitted offender grievances and the actions taken at each level using the "Grievance Report Log" ([DOC 090124C](#), attached). The log will be maintained for statistical purposes at the location of origin. (4-ACRS-6B-03, 4-APPFS-2G-02)
2. The administrative review authority will maintain electronic records of all submitted offender grievances and the action taken at each level.
3. The chief medical officer may maintain electronic or manual records of all submitted offender grievances.

B. Records Keeping

A copy of all grievances submitted and dispositions of those grievances will be maintained for three years at each level the grievance was submitted. At the end of the three year period, the material may be disposed of in accordance with [OP-020202](#) entitled "Management of Office Records."

XII. Submitting a Grievance Out of Time

- A. If a grievance has been denied by the reviewing authority and the administrative reviewing authority due to the grievance not being submitted in a timely manner, the offender may make a request to submit a grievance out of time by submission of the "Request to Submit a Misconduct/Grievance Appeal Out of Time" form ([DOC 060125T](#)). The grievance will not be attached to the form.
- B. The request may be submitted to the director only and must be received within 30 calendar days of the date of denial of the untimely grievance by the administrative reviewing authority.

- C. The offender must prove by substantial evidence that he/she did not submit the grievance in a timely manner through absolutely no fault of his/her own.
- D. If the request to submit an untimely grievance is granted, the offender will be directed to re-submit the grievance with the reviewing authority within 15 calendar days of the director's decision. If denied relief by the reviewing authority, the offender must appeal the decision to the administrative reviewing authority within 15 calendar days.
- E. There is no mailbox rule regarding submission of requests to staff or grievances and grievance appeals. The document must be received in the appropriate office within the required time frame. Deposit in the mail will not be sufficient to meet time frames.

XIII. References

OP-020202 entitled "Management of Office Records"

OP-060125 entitled "Department Offender Disciplinary Procedures"

42 U.S.C. § 1997 (e)

51 O.S. § 151 et seq.

57 O.S. § 564, §566 et seq.

Booth v. Churner, 532U.S. 731, 121S.Ct. 1819(2001)

Jernigan v. Stuchell, 304 F3d 1030 (2002)

Porter v. Nussle, 534 U.S. 516, 122 SCT 983 (2002)

XIV. Action

The division head is responsible for compliance with this procedure.

The General Counsel is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-090124 entitled "Offender Grievance Process" dated May 24, 2011

Distribution: Policy and Operations Manual
Department Website

<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
DOC 060125T	"Request to Submit a Misconduct/Grievance Appeal Out of Time"	OP-060125
DOC060125V	"Misconduct/Grievances Appeal Form To Administrative Review Authority"	OP-060125
DOC 090124A	"Offender Grievance Report Form"	Attached
DOC 090124B	"Grievance Response from Reviewing Authority"	Attached
DOC 090124C	"Grievance Report Log"	Attached
DOC 090124D	"Offender Grievance Process-Request to Staff"	Attached
DOC 090124E	"Offender Request"	Attached
DOC 090124F	"Request to Staff Log"	Attached

