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	Time Schedule For Grievance Procedures	Last Revised: 02/27/07

## TIME SCHEDULE FOR GRIEVANCE PROCEDURES

### TIME-SCHEDULE FOR INMATE COMMUNICATION CONTINUUM AND GRIEVANCE PROCEDURE

#### Face-to-Face Verbal Communication

##### Action

The inmate should contact the staff and attempt informal resolution using the first step of the communication continuum.

##### Time Limit

**Within 5 calendar days of the incident** or occurrence giving rise to the issue/dispute.

#### Written Inmate Communication Form

##### Action

An inmate shall submit a written Inmate Communication Form.

##### Time Limit

**Within 10 calendar days of the incident** or occurrence giving rise to the issue/dispute, or within 5 calendar days of attempting informal resolution by first speaking to the staff to seek resolution of the issue.

The inmate may submit a written inmate communication form to that staff's immediate supervisor or proceed directly to a written Inmate Grievance.

**If inmate has not received written answer to his/her inmate communication form within 10 working days** of the first submission of an inmate communication form.

#### Inmate Grievance

##### Action

If an inmate is unable to resolve an issue through the department's approved communications continuum by speaking with appropriate staff, or by use of an inmate communication form, an inmate may seek resolution of the issue by submitting a written grievance using WDOC Form #321, *Inmate Grievance Form*.

##### Time Limit

Inmate Grievances must be filed on the appropriate form **within 30 calendar days of the date of the incident giving rise to the grievance.**



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The grievance manager will send a grievance receipt to the inmate and send a copy of the grievance and a blank grievance response form to the appropriate staff respondent for a written staff response.

**Within 3 working days of receipt** of the an inmate grievance form.

The written decision shall be forwarded to the grievant by the grievance manager.

**Within 10 working days after receipt** of WDOC Form #321, unless an extension has been granted to by the grievant or unless the grievant has been notified in writing of an extension of time for a response.

**Grievance Appeal to Facility CEO (First Appeal)**

Action

An inmate who is not satisfied with the grievance response may file an inmate grievance appeal to the correctional facility CEO using an approved Inmate Grievance Form, together with the initial grievance, attachments and response.

Time Limit

**Within 7 calendar days of the receipt** of the grievance response.

The grievance manager will immediately refer the grievance appeal to the correctional facility CEO and will send a grievance appeal receipt to the inmate, including the date of receipt and the number assigned thereto.

**Within 3 working days of receipt** of the grievance appeal forms.

This written decision will be given to the offender.

**Within 30 calendar days after receipt** of the grievance appeal by the correctional facility CEO, unless an extension has been agreed to by the grievant or unless the grievant has been notified in writing of an extension of time for a response.

**Grievance Appeal to the Director (Second Appeal)**

Action

An inmate may appeal the CEO's Grievance appeal response to the Director using the approved Grievance Appeal Form.

Time Limit

If a grievant does not receive a response to the grievance appeal from the correctional facility CEO within 30 calendar days, the grievant can appeal the grievance to the Director, or the grievant can appeal **within 10 calendar days of the receipt of the CEO's response.**



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The Director or the Director's designee shall acknowledge receipt of the grievance appeal, or of the remanding of the grievance appeal to the correctional facility CEO, in writing to the grievant.

**Within 3 working days of receipt** or remanding.

A written decision to both the correctional facility CEO and the inmate will be provided stating the reasons for the Director's grievance appeal decision.

**Within 30 calendar days of receipt** of the grievance appeal. If the grievance appeal is remanded to the correctional facility CEO, the correctional facility CEO will be given a 15 calendar day time limit to provide a written response.

If the grievance appeal was remanded to the correctional facility CEO and the grievant is dissatisfied with the correctional facility CEO's response, he/she may then file a grievance appeal to the Director.

**Within 10 calendar days of receipt** of the correctional facility CEO's decision, and a written decision will be provided within 30 calendar days of receipt of the grievance appeal stating the reasons for the grievance appeal decision.

**In cases of emergency grievances, the Director shall dispose of the Step 3 grievance appeal within 10 calendar days.**

**The Director's decision on an inmate grievance appeal is FINAL, and is not subject to further review.**