



**POLICY AND ADMINISTRATIVE
PROCEDURES**
Manual of Policies and Procedures

Title

OFFENDER GRIEVANCE PROCESS

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-11-1-1 <i>et seq.</i>	00-01-102 02-04-101 01-04-101 03-02-104 02-01-101 02-03-102	ACA: CO: 2-CO-3C-01 ACI: 4-4284 JTS: 1E-02, 3D-09, 5B-02-1, 5H-04

I. PURPOSE:

The purpose of this policy and its administrative procedures is to provide an administrative process that offenders committed to the Department of Correction may use to resolve concerns and complaints relating to their conditions of confinement.

II. POLICY STATEMENT:

The Department shall develop an administrative offender grievance process that allows offenders to raise issues regarding the conditions of their confinement within the Department. It is the intent of the Department that staff is responsive to the concerns of the offenders and that offender grievances be resolved as soon as possible. Preferably offender grievances will be resolved informally and it will not be necessary to initiate a formal written grievance.

The intent of the Offender Grievance Process is to provide a mechanism: for every offender to express complaints and topics of concern; for the efficient and fair resolution of legitimate offender concerns; and, for facility and Department management to be better informed and better able to carry out the Department's mission and goals. The Offender Grievance Process is not intended to interfere with or supplant existing channels of communication and the informal resolution of offender problems or concerns. It is anticipated that offender grievances will be resolved informally by staff attempting to meet and discuss the complaints prior to the offender filing a formal written grievance.

All offenders shall be made aware of the offender grievance program during orientation to the Department and the facilities. The Department shall ensure that a copy of this policy and its administrative procedures is placed in various locations, including the Law Library, for ready access by the offenders.

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The Department shall ensure that this administrative process provides:

- A. A fair and prompt decision and action in response to an individual offender's complaints;
- B. An available channel for hearing and resolving concerns of offenders;
- C. A management tool for administrators to keep informed of developing trends and specific problems so that they may be addressed in a timely manner;
- D. A means to lessen conflict between offenders and staff and offenders and other offenders; and,
- E. Administrative remedies to complaints in order to prevent litigation.

Staff shall take no reprisal for an offender exercising in good faith the right to use the grievance process. However, offenders who have been found abusing the grievance process may be restricted as to the number of grievances that they may have in the process at any one time.

III. DEFINITIONS:

For the purpose of these administrative procedures, the following definitions are presented:

- A. **Abuse:** The use of the Offender Grievance Process in a manner other than in good faith, such as the filing of frivolous, repetitive or retaliatory grievances.
- B. **Appeal:** The submission through the Executive Assistant of a grievance following the receipt of a response at one level to a higher level of review.
- C. **Department Offender Grievance Manager:** The staff person in the Department's Central Office designated by the Commissioner as being responsible for receiving and ensuring that offender grievance appeals are investigated and a response is returned to the offender and for the oversight of the Offender Grievance Process .
- D. **Emergency Grievance:** A grievance filed by an offender based upon a situation or condition which presents a potential and substantial risk to the life or safety of the offender or when irreparable harm to the offender's health is imminent.

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- E. **Executive Assistant:** The staff person at a facility who is designated by and reports directly to the Facility Head to oversee the operation of the Offender Grievance Process at the facility, including receiving, reviewing, logging, assigning a case number and ensuring an investigation is conducted and a proper response and resolution is made.
- F. **Frivolous or Multiple Grievances:** Repetitive grievances addressing the same issue where sufficient time for a response has not elapsed or where a response has been provided, unless there are continuing grievous violations of the same type or any remedy granted on a prior grievance has not been provided within a reasonable period of time or grievances with allegations or the remedy sought lacks any basis in fact.
- G. **Grievance:** A complaint by an offender on his/her own behalf relating to a problem or situation encountered during the offender's confinement or supervision by the Department of Correction.
- H. **Informal Resolution:** A resolution to an offender grievance reached by the complaining offender and staff without going through the formal Offender Grievance Process.
- I. **Mainline:** The formal movement of offenders at mealtime, including the time when an offender is in line waiting on a meal in the Food Services area.
- J. **Remedy:** A meaningful response, action or resolution to a grievance submitted by an offender.
- K. **Reprisal:** Any act or threat of action against anyone for the good faith use of or participation in the Offender Grievance Process.
- L. **Working Day:** Monday through Friday, excluding any holidays recognized and observed by the State of Indiana.

IV. PRINCIPLES OF THE OFFENDER GRIEVANCE PROCESS:

The following principles provide a conceptual framework within which facilities shall provide and operate an effective grievance process:

- A. **Emphasis shall be placed on the resolution of problems at the earliest possible opportunity and in as informal a manner as possible;**

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- B. Each written grievance shall be answered in writing at each level of decision and review, including the reason(s) for the decision;
- C. Specific time limits are set at each level of review to ensure that grievances are responded to expeditiously;
- D. An assurance that good faith participation shall not result in retaliation by staff or offenders;
- E. Equal access by all offenders, regardless of classification, disciplinary or other administrative or legislative decision to which the offender may be subject;
- F. The grievance process is applicable to a broad range of issues or concerns;
- G. The grievance process contains an appeal system which allows an offender to request review by higher authority if not satisfied with a response received at a lower level;
- H. Each new offender and staff member shall be given an introduction to the facility grievance procedure and copies shall be posted or made available to both offenders and staff; and,
- I. Remedies available through the grievance process may include the removal of an objectionable condition or a change in departmental policy or procedure or facility procedures.

V. USE OF THE OFFENDER GRIEVANCE PROCESS:

Offenders may initiate the grievance process when an incident or issue affects them personally and impacts the conditions of their confinement. Examples of issues about which an offender may initiate the grievance process include, but are not limited to:

- A. The substance, interpretation and application of policies, procedures and rules of the department or facility (including, but not limited to visitation, correspondence, staff treatment and medical/mental health, except those relating to security matters);
- B. Actions of individual staff, contractors or volunteers;
- C. Acts of formal or informal reprisal for the good faith use of, or participation in, the Offender Grievance Process; and,

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D. Any other concerns relating to conditions of care or supervision within the department or its contractors, except as noted in these administrative procedures.

Offenders need to be aware that some issues cannot be resolved by the Department or the facilities and the offender will need to proceed through other channels in order to attempt to address these issues. Some of these types of issues are, but are not limited to:

- Federal, state and local law;
- Court actions and decisions, including pre-sentence investigation reports;
- Indiana Parole Board or Indiana Clemency Commission actions or decisions;
- Parole Agent recommendations to the Indiana Parole Board;
- Classification actions or decisions (a separate Classification appeals process is in place for this purpose);
- Disciplinary actions or decisions (a separate disciplinary appeals process is in place for this purpose);
- Contents of grievance or appeal responses from the Department Offender Grievance Manager;
- Complaints on behalf of other offenders;
- Any matter over which the Department of Correction has no control, such as the actions of persons outside the department;
- Loss, damage or destruction of an offender's personal property where the offender is seeking reimbursement or a monetary award for such loss which is covered by the administrative procedures for Policy 00-01-103, "Tort Claims for Property Loss" (NOTE: If the grievance involves the loss, damage or destruction of the offender's personal property, staff shall advise the offender that it is not necessary to use the Offender Grievance Process. Rather the offender shall be advised that he/she may proceed with his/her claim by use of the Tort Claim process, as described in the administrative procedures for Policy 00-01-104, "Tort Claim Process."; and,
- Decisions by Facility Heads to designate an offender as an abuser of the Offender Grievance Process and, thereby, restricting the offender's access to the Offender Grievance Process.

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In those cases where an offender submits a grievance concerning an issue over which the Department or facility has no control, such as those listed above, staff shall respond to the grievance indicating that the facility or Department has no control over this issue and shall explain how the offender may proceed with attempting to resolve the grievance.

VI. REMEDIES:

If a grievance is decided in favor of an offender, staff shall ensure that the appropriate remedy or resolution to the grievance is provided in a timely manner. The department may, at its discretion, provide one or more of the following remedies:

- A. Provide or replace state-issued items that have been lost, stolen or damaged through the negligence of staff;
- B. Change of Department and/or facility procedures or practices;
- C. Correct Department records; or,
- D. Other remedies as deemed appropriate by the Facility Head.

Remedies shall not include monetary reimbursement of an offender for lost or stolen personal property, reassignment of staff or proposed discipline against staff or other offenders.

VII. COMMUNICATION OF OFFENDER GRIEVANCE PROCEDURES:

A. Intake Units

Upon arrival at an intake unit, each offender shall be advised of the Offender Grievance Process during the orientation to the facility and Department. Staff shall ensure that each offender is made aware of the Offender Grievance Process and how he/she may obtain access to a copy of this policy and its administrative procedures. Each offender shall be provided with a copy of the Department's Offender Orientation Handbook which includes a section on the Offender Grievance Process.

Each intake unit shall ensure that the Offender Grievance Process is explained to any offender whose primary language is other than English or who has a visual, hearing or mental impairment that may make it difficult for the offender to understand the Offender Grievance Process.

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B. Housing/Supervising Facilities:

All facilities housing or supervising offenders shall ensure that a complete explanation of the Offender Grievance Process is included in the offender's orientation to the facility. This explanation of the Offender Grievance Process shall include, at a minimum, the following:

1. A discussion of the intent of the Offender Grievance Process and the types of issues that may be addressed by it;
2. A description of the Offender Grievance Process forms and how and where these forms may be obtained;
3. A description of the Offender Grievance Process at the facility, including identification of the Executive Assistant;
4. A description of the steps taken to ensure confidentiality;
5. A description of abuse or misuse of the Offender Grievance Process; and,
6. Where and how offenders may have access to this policy and administrative procedures.

C. Staff Training

Each facility shall ensure that the Offender Grievance Process is included in the orientation given to new staff. This orientation shall include a brief description of the process and its purpose. This orientation shall emphasize the intent of the Department that the Offender Grievance Process shall be handled in a fair and equitable manner and that staff shall attempt to resolve grievances at the informal stage whenever possible and that in all cases complaints/grievances shall be resolved as quickly as possible. This training is to include information on conflict resolution and mediation.

All staff shall be provided annual refresher information on the Offender Grievance Process. Additionally, all Executive Assistants and other designated staff who are involved in the Offender Grievance Process

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routinely shall participate in annual training which may include updates on the computer program, how to address specific issues and proper methods of communication and dispute resolution.

VIII. USE OF OFFENDER GRIEVANCE PROCESS WITHOUT FEAR OF REPRISAL:

Offenders who choose to use the Offender Grievance Process in good faith, at any step, shall not be subject to reprisal by staff or other offenders. Offenders shall not be the subject of disciplinary action for the good faith use of the Offender Grievance Process.

Any offender who believes that he/she has been the subject of reprisal for using the Offender Grievance Process may file a grievance explaining what action or threat of action has been taken against him/her as a direct result of using the Offender Grievance Process. Grievances alleging reprisal for using the Offender Grievance Process shall be forwarded directly to the Facility Head through the Executive Assistant. Such grievances shall be thoroughly investigated and, if found to be accurate, appropriate action shall be taken against those staff persons involved in the reprisal.

A disciplinary action filed against an offender for threatening staff, other offenders, visitors or volunteers or using insolent or vulgar language, other than to explain a statement by staff shall not be considered reprisal for using the Offender Grievance Process. A disciplinary action shall not be filed against an offender for providing false information in a grievance unless staff can show that the offender deliberately provided false information in an attempt to harm another person, impair the operation of the facility or misuse the Offender Grievance Process.

An offender's restriction in the use of the Offender Grievance Process for misuse or abuse of the process shall not be considered a reprisal for use of the Offender Grievance Process and a grievance may not be filed regarding this action.

IX. INVOLVEMENT OF STAFF IN THE OFFENDER GRIEVANCE PROCESS:

Any staff person directly involved in an offender's formal grievance, either as the subject of the grievance or a witness to the incident, shall not be involved in the investigation or resolution of the grievance other than to provide necessary information during the investigation. For the purposes of these administrative procedures, direct involvement means direct personal involvement by the staff person in the alleged conduct or incident at issue in the grievance. Direct involvement does not include routine administrative actions, such as being a

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reviewing authority in a matter in the operation of other administrative procedures (e.g., reviewing correspondence to determine whether action should be taken on it). Staff shall avoid the appearance of a "conflict of interest" when attempting to resolve an offender's grievance.

If the Facility Head or Executive Assistant is directly involved in the grievance, the Facility Head shall appoint a designee (if possible an Assistant Facility Head) to conduct the investigation and provide a resolution to the grievance. The designee shall serve in the place of the Facility Head and shall indicate the reason why he/she has responded to the grievance rather than the normal responder.

X. OFFENDER ASSISTANCE IN SUBMITTING A GRIEVANCE:

An offender may assist another offender at the same facility in preparing a grievance. Assistance in preparing the grievance may include an offender writing or typing the grievance for another offender who either cannot write, has limited understanding of English, whose handwriting is not legible or who is unable to type the grievance. However, the complaining offender must sign the grievance and submit it to staff personally.

In segregation units or other units where an offender does not have access to other offenders, the complaining offender may request that a staff person in that unit assist in the preparation of the grievance. Staff shall assist the offender as indicated in the previous paragraph or by explaining the grievance process to the offender. However, as indicated above, the complaining offender must sign the grievance and submit the grievance in accordance with any facility procedures for filing grievances. If a staff person assists the offender in preparing a grievance, that staff person shall have no other role in investigating or responding to the grievance.

An offender shall not submit a grievance on behalf of another person or about an issue or concern not directly affecting the complaining offender. An offender may not submit a grievance on behalf of a visitor as the grievance process is not applicable to visitors. Visitors may address their concerns directly to the Facility Head or Regional Director.

An offender shall not submit a grievance on behalf of a group of offenders, such as a "class action" grievance. Each offender desiring to grieve an incident must submit an individual grievance indicating how the incident directly impacted him/her. However, in cases where multiple offenders have filed grievances regarding the same incident or situation, the Facility Head or designee may provide one (1) response and post the response in a manner that will provide the appropriate distribution to all impacted offenders.

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XI. EXECUTIVE ASSISTANT:

Each Facility Head shall appoint a staff person of that facility to the position of Executive Assistant. This staff person shall be of sufficient rank or classification as to have the ability to review offender grievances, conduct any necessary investigation of the grievance and render a decision on behalf of the facility. This position shall report directly to the Facility Head and shall serve as the Facility Head's assistant. The Executive Assistant may be a full-time or part-time position based upon the volume of grievances normally processed by the facility. In the absence of the Executive Assistant, the Facility Head shall ensure that an Acting Executive Assistant is appointed to ensure that there is no significant disruption in the operation of the Offender Grievance Process. Additionally, the Facility Head may appoint other staff to assist the Executive Assistant during any prolonged absence of the Executive Assistant or if the volume of grievances is more than one (1) staff person can handle in an efficient and effective manner.

The Facility Head shall notify the Department Offender Grievance Manager as to the name, title, telephone and extension number and e-mail address of the staff person designated as the Executive Assistant. This information shall be provided to the Department Offender Grievance Manager within 48 hours of the staff person being assigned to these duties. Additionally, if the Executive Assistant is changed, the Facility Head shall advise the Department Offender Grievance Manager within 48 hours of the selection of the Executive Assistant's replacement. These notifications shall be sent to the Department Offender Grievance Manager via e-mail. The Department Offender Grievance Manager shall determine what training may be necessary for a replacement of an Executive Assistant.

If possible, the Executive Assistant shall be provided with clerical support to assist in the logging of grievances and the preparation of any necessary documentation. The need for the provision of clerical support shall be determined by the Facility Head.

The duties of the Executive Assistant shall be to oversee the Offender Grievance Process at the facility level including, but not limited to:

- A. Receive all formal offender grievances and review these grievances in an impartial manner to determine those that may need priority handling due to their nature and to ensure that any grievances received comply with this policy and administrative procedures;

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- B. Appoint, with the approval of the Facility Head, staff at the Unit Team level to serve as first line responders to offender grievances and ensure that an adequate number of staff persons on all shifts are trained in the Offender Grievance Process so that there will be staff available at all times to receive and respond to offender grievances;
- C. Assist staff as needed to resolve offender grievances at all levels of the Offender Grievance Process;
- D. Monitor the informal grievance process through frequent contact with Unit Team staff and offenders to determine the nature of the grievances being received and the types of remedies being provided to the offenders to determine whether any potential trends are appearing;
- E. Log grievances upon receipt and ensure that a Grievance Log is maintained indicating the date the grievance was received, the content of the grievance, any actions taken regarding the investigation of the grievance and the disposition of the grievance for any grievance that is not resolved at the informal level and shall note the grievance number that is automatically assigned by the Offender Grievance software on the hard-copy of the grievance form;
- F. Investigate offender grievances and render an impartial decision on the grievance;
- G. Notify the offender of the decision on all grievances and any remedies that are approved;
- H. Receive all offender grievance appeals and ensure that they are logged in the Offender Grievance System and that all pertinent documents are sent via e-mail to the Department Offender Grievance Manager for review;
- I. Provide assistance to the Department Offender Grievance Manager in the investigation and resolution of all offender grievance appeals from the facility, as requested;
- J. Receive the appeal response from the Department Offender Grievance Manager, log the response, forward the appeal response to the offender and discuss the response with the offender, as needed;
- K. Submit reports as requested to the Facility Head relating to the grievance process in the facility and ensure that the Facility Head is informed of any significant activity regarding the operation of the Offender Grievance Process;

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- L. Assist in the training of staff and offenders in the Offender Grievance Process and ensure compliance with this policy and its administrative procedures, including educating staff in regards to possible errors or inappropriate actions that may impact the operation of the Offender Grievance Process;
- M. Ensure that he/she remains current on all training relating to the Offender Grievance Process and assist staff involved in the Offender Grievance Process to keep up-to-date on all appropriate training related to the Offender Grievance Process; and,
- N. Communicate to the Facility Head and the Department Offender Grievance Manager, as needed, serious or systemic issues arising through the Offender Grievance Process.

XII. DEPARTMENT OFFENDER GRIEVANCE MANAGER:

The Commissioner shall appoint a staff person in the Department's Central Office to serve as the Department Offender Grievance Manager. The staff person assigned the duties of Department Offender Grievance Manager shall have an overall working knowledge of the Department and a thorough understanding of the Offender Grievance Process. This staff person shall be given the authority to investigate and resolve all grievances submitted to Central Office.

This staff person shall be responsible for the overall management of the Offender Grievance Process and shall serve as the Department Offender Grievance Manager for all offender grievances submitted to the final level of review. The duties of the Department Offender Grievance Manager shall include, but are not limited to, the following:

- A. Receive and respond to all offender grievance appeals submitted for final review in Central Office.
- B. Serve as a resource for the Executive Assistants and other staff as needed.
- C. Maintain appropriate files regarding the operation of the Offender Grievance Process.
- D. Receive information submitted by the Executive Assistants and prepare reports from the Offender Grievance software for submission to the Commissioner and other designated staff as requested.

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- E. Assist in the development and training of staff in the use and operation of the Offender Grievance Process and the automated Offender Grievance System, as needed but at least annually, in conjunction with the Divisions of Staff Development and Training and Technology Services.
- F. Report to the Commissioner, Deputy Commissioner/Operations and other staff, as instructed, on trends or significant issues discovered through the Offender Grievance Process.
- G. Meet with the Executive Assistants as needed to ensure that the Offender Grievance Process is operating as intended at each facility and to determine with the help of the Executive Assistants trends or issues that need to be addressed relating to the operation of the Department and the facilities.

XIII. INFORMAL RESOLUTION OF GRIEVANCE:

It is the intent of the Department to resolve all offender grievances as quickly and informally as possible. Both staff and offenders are to attempt to resolve problems through open and courteous discussion before a grievance is taken to the written formal grievance process.

Prior to filing a formal written grievance, an offender shall attempt to resolve the grievance in an informal manner by discussing it with his/her counselor or another staff member in the housing unit who may be able to assist in the resolution of the problem. Generally, this staff person may be either a counselor, casework manager or other staff in the offender's Unit Team. The facility shall ensure that adequately trained staff is available in the Unit to receive and respond to offender grievances at all times, including after business hours, on the weekends and holidays.

Additionally, in an effort to provide another avenue for offenders to attempt to resolve concerns informally, the Facility Head shall ensure that administrative staff of the facility is available at each mainline movement. Offenders shall be encouraged to discuss concerns with these administrative staff persons while they are "standing" mainline. These staff persons shall attempt to assist the offenders in the resolution of concerns whenever possible. If the administrative staff person is not able to resolve the concern, the staff person shall be prepared to direct the offender to the appropriate staff person who may be able to assist the offender or explain why the concern cannot be addressed. An offender who discusses a concern with an administrative staff person during mainline may use this attempt to resolve the concern as the informal step of the grievance process if it is not

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resolved or the offender is not directed to another staff person who may assist in the resolution of the concern.

The offender is to attempt to contact the staff member as soon as possible after the incident, but in no case should the time period be more than five (5) working days from the date of the incident, unless the offender can provide a reasonable explanation for a delay. Normally, the offender should discuss the incident with this staff person and provide the staff person with all available information to assist in the resolution of the complaint. If the designated staff person is directly involved in the incident, the offender may contact the staff person's supervisor not directly involved in the incident to attempt to resolve it.

When discussing the grievance with staff, the offender is to be courteous and present the grievance in as much detail as possible. The staff person receiving the grievance shall determine whether he/she can address the problem. If not, the staff person shall, within 24 hours, contact staff who may be able to resolve the grievance.

The staff person discussing the grievance with the offender shall attempt to resolve the grievance as soon as possible. If the grievance cannot be resolved by the staff person within ten (10) working days, the staff person shall so advise the offender and the offender shall be permitted to initiate a formal written grievance.

Failure of the offender and staff to properly attempt to resolve the offender's grievance may result in a formal written grievance being returned to the offender and the offender not being permitted to proceed with the grievance process. If the staff person contacted by the offender does not attempt to resolve the grievance to the best of his/her ability and in good faith, the offender shall be permitted to proceed in the formal grievance process. Staff shall do nothing to impede the offender's ability to resolve the grievance informally or to take the grievance to the formal process.

XIV. FORMAL GRIEVANCE PROCESS:

A. Submitting the Grievance by the Offender:

If the offender has been unable to resolve his/her grievance informally, the offender shall be permitted to file a formal written grievance. The Executive Assistant shall ensure that the offender population has ready access to the forms necessary for the grievance process through the Unit Team. An offender wishing to file a formal written grievance shall file such grievance within 20 working days from the date of the incident triggering the grievance. The Facility Head may waive the time frame if there is a valid reason for doing so.

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A supply of State Form 45471, OFFENDER GRIEVANCE, is to be maintained in each housing unit and in other locations, such as the Law Library. If the offender cannot obtain this form in the offender's housing unit, the offender shall contact his/her counselor or the Executive Assistant. The offender shall be provided with the State Form 45471 within one (1) working day from the date the form is requested. An offender shall not be required to use a "Request for Interview" in order to request a grievance form.

The grievance must be submitted by the offender on his/her own behalf. One offender may not submit a complaint on behalf of another offender nor are "class action" complaints acceptable. However, staff or another offender may assist an offender who cannot write a grievance him/herself by writing the grievance/appeal for the offender. The grievance shall explain how the situation or incident affects the offender personally. The offender must explain what actions he/she has taken to try to resolve the grievance informally including the date he/she informally contacted staff about the grievance, the name and title of the staff person with whom he/she discussed the grievance and the response from the staff person. The facility shall ensure that a mechanism is in place in each housing unit or Unit Team to ensure that offenders who are illiterate, who do not speak or write English fluently or who have medical or psychological disabilities have assistance in preparing and submitting a grievance in accordance with this policy and administrative procedures. This assistance may be from other offenders who are assigned to assist in the preparation of grievances or staff if other offenders cannot assist.

In order for the grievance to be considered, it must include the following information:

1. Name(s) of staff involved, if a staff person is involved;
2. Date and time of the incident;
3. Location where incident occurred;
4. What happened or was said;
5. Names of witnesses; and,
6. Names of staff contacted by the offender and the response they provided to the offender at the informal step.

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Even if a staff person or another offender assists the offender in completing the grievance, the offender submitting the grievance must personally sign and date the State Form 45471. The offender's signature may be waived when the offender has transferred, does not know how to write, or is physically unable to write either by restraint or infirmity (disability). In such cases, a staff member is to indicate why the offender did not sign the form.

Grievances are to be written in plain and simple English and should state the issue in a simple and easy to understand manner. Offenders shall refrain from the use of legal terminology. Grievances containing excessive legal terminology may be returned and the offender instructed to file a plain English revision. However, a grievance shall not be returned solely on the grounds that the offender has quoted a Department policy/procedure or has cited a specific statute or court case or threatened to file a law suit.

Grievances containing profane language, except when used as a direct quote, may also be returned for rewriting, and may generate disciplinary action. It is the responsibility of the offender to ensure that the grievance is kept simple, clear, concise and to-the-point. If a grievance does not meet these criteria, the offender shall be instructed to rewrite it as a simple, straight forward statement of his/her concerns. The entire grievance should be contained within the space allowed on State Form 45471. Multi-page statements generally shall not be accepted. At the discretion of the Executive Assistant, the offender may be requested to supply more detailed information after the submission of the grievance.

Grievances based on hearsay (third party information) are not acceptable. A grievance is to fully describe an issue that directly affects the offender or of which the offender has direct knowledge. Should a grievance not meet these criteria, it shall be returned to the offender with a written notation explaining why the grievance is returned and what may be done to correct the grievance.

Grievances citing multiple unrelated incidents/issues are not acceptable. Grievances are to be limited to one (1) incident/issue and should contain sufficient information to allow an investigation. When a grievance is submitted which does not meet this requirement, the offender is to be notified that it is not acceptable as written and must be rewritten to accommodate the format. Where a problem has several aspects, the

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Executive Assistant should instruct the offender to state grievances in a general way that encompasses all pertinent information.

B. Receiving the Grievance – Executive Assistant

All formal grievances submitted by offenders are to be forwarded to the Executive Assistant as soon as possible. Upon receipt of the grievance, the Executive Assistant or designee is to log the grievance and assign a case number. All grievances received by the Executive Assistant shall be logged and assigned a case number, even if the grievance is later returned to the offender. Grievances shall be assigned a case number and logged within two (2) working days of submission by the offender. Additionally, the Executive Assistant shall generate a receipt for the grievance and shall return the receipt to the offender within one (1) working day from the date the grievance is logged.

Following the logging and assigning of a case number, the Executive Assistant shall review the grievance to ensure that it contains all of the required information and is in compliance with these administrative procedures. If the Executive Assistant determines that the grievance does not meet the requirements of these administrative procedures, the Executive Assistant shall return the grievance to the offender with an explanation as to why the grievance was returned and how the grievance may be corrected. State Form 45475, RETURN OF GRIEVANCE, shall be used for this purpose. It will be the responsibility of the offender to make the necessary revisions to the grievance and to return the revised grievance to the Executive Assistant within five (5) working days from the date that it is returned to the offender. (NOTE: If the grievance is returned to the offender because the offender has not attempted to resolve the grievance informally, the offender shall be given five (5) working days from the date the State Form 45475 is completed to initiate the informal process. All time frames will then apply to the grievance.)

The Executive Assistant is not authorized to combine or rewrite similar grievances from an offender into one grievance. The grievances are to be returned to the offender with instructions to rewrite the grievances into one grievance. The Executive Assistant shall make no changes or corrections to the grievance. If the Executive Assistant does not believe that adequate information is provided in the grievance, the Executive Assistant may contact the offender either through correspondence or personally to request the needed information. Grievances that are not legible shall be returned to the offender for rewriting.

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When the Executive Assistant determines that the grievance is complete and meets the requirements of these administrative procedures, it shall be determined whether the grievance is a grievance dealing with routine facility operations or whether it falls into one of the following categories:

- Medical
- Imposition of Non-Contact visits
- Denial of visits with minors
- Denial of request to correspond with another confined person

If the grievance concerns a medical issue, the Executive Assistant shall forward it to the Facility Health Care Administrator for investigation. If the grievance concerns the denial of visitation with minors due to a sex crime involving a minor, the Executive Assistant shall contact the local Sex Offender Monitoring and Management (SOMM) coordinator to determine whether a SOMM Facility Review needs to be conducted. If the grievance concerns the imposition of non-contact visits or a request to correspond with another confined person, the grievance shall be discussed with the Facility Head and an investigation conducted as instructed by the Facility Head. All other grievances shall be investigated by the Executive Assistant or staff designated by the Facility Head.

The Executive Assistant or designee shall have 15 working days from the date that the grievance is received to complete the investigation of the grievance and provide a response to the offender. The Executive Assistant or designated staff shall, as needed:

1. Interview staff or offenders or request written statements from relevant staff or offenders;
2. Review local procedures;
3. Review relevant department policies/procedures or other guidelines;
4. Review as necessary inventories, daily logs, medical records, etc;
5. Interview witnesses as appropriate;
6. Interview resource staff (doctors, supervisors, chaplain, etc.) for additional information as necessary; and
7. Take any other responsible action as directed by the Facility Head.

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Upon completion of the investigation, the Executive Assistant shall write a response to the grievance using the response form in the OGRE II system and print a copy of the response. The Executive Assistant shall ensure that the response is logged in the OGRE II system and that the grievance response is appropriate and approved by the Facility Head. The response shall include the following information, if applicable:

- Name of the designated staff person who investigated the grievance, if other than the Executive Assistant;
- Names of witnesses interviewed and/or resource staff consulted (sources of confidential information shall not be disclosed);
- Policy or other guidelines as necessary;
- Evidence found or note inability to find evidence;
- Conclusion/decision reached by the Executive Assistant or other designated staff person and the reason(s) for this conclusion/decision;
- Corrective action that has been/shall be taken to resolve the issue and a completion date for that action, when known, and actions taken to ensure that all appropriate staff are notified when corrective action is to be taken; and,
- Response that addresses the issue grieved.

The Executive Assistant shall sign and date the response and ensures that copies of relevant documents are attached to the facility file copy of the grievance.

Following the determination that the grievance response contains all of the required information, the Executive Assistant shall sign the grievance response, send it to the offender and place a copy in the offender's facility packet. The grievance response shall be returned to the offender within 15 working days from the date of receipt, unless the Facility Head has granted an extension in accordance with these administrative procedures.

C. Appeals to Grievance Responses:

Upon receipt of the grievance response from the Executive Assistant, the offender shall be responsible for reviewing the response and determining

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whether the response adequately addresses the issues in the grievance. The offender shall be permitted to appeal the grievance to the Department's Department Offender Grievance Manager if the offender disagrees with the response.

Appeals must address the basic issue(s) of the initial grievance. The appeal may contain additional facts or information regarding the original issue and may raise concerns regarding the response from the previous level. Appeals shall not raise new and/or unrelated issues. The offender must state why the previous response was unacceptable, thereby establishing a rationale for the appeal and the basis for a reinvestigation. The appeal must be legible, signed and dated by the offender, unless the offender cannot sign the appeal and a staff member has indicated why the offender was not able to sign.

An appeal must be filed within ten (10) working days from the date of receipt of the grievance response. This time frame may be waived by the Department Offender Grievance Manager if it is determined that there are valid reasons to do so. The original grievance, the grievance response and any other information submitted with the original grievance must be included with the appeal.

The appeal must be filed with the Executive Assistant who shall indicate the date received and shall generate a receipt for the appeal. The receipt shall be given to the offender within one (1) working day from the date the appeal is logged. The Executive Assistant shall log the appeal and determine whether all pertinent information is included. If the appeal is complete, the Executive Assistant or designee shall scan all of the pertinent information relating to the grievance and appeal into his/her computer and send all of the information to the Department Offender Grievance Manager via e-mail. Once the appeal and related materials have been received by the Department Offender Grievance Manager, the Executive Assistant shall be sent a confirmation via e-mail indicating that the appeal has been received by the Department Offender Grievance Manager. The Executive Assistant is to complete these actions within five (5) working days of receipt.

The Department Offender Grievance Manager shall review all of the information received with the appeal. The actions taken by the Department Offender Grievance Manager include:

- Concurring with the initial grievance response and denying the appeal;
- Granting the appeal, in whole or in part;

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- Contacting the facility for additional information as determined necessary; or,
- Returning the grievance to the facility if it appears that the initial grievance response investigation did not address the issues raised in the grievance.

If the Department Offender Grievance Manager believes that additional information is needed in order to respond, he/she may contact the Executive Assistant and request additional information. If it appears that the initial investigation by staff at the facility did not address the issues raised in the initial grievance, the Department Offender Grievance Manager may order through the Executive Assistant that the grievance be re-investigated.

When completing the response to an offender's grievance appeal, the Department Offender Grievance Manager shall include the following elements:

1. The names of witnesses interviewed and/or resource staff consulted (sources of confidential information need not be disclosed), if additional witnesses are contacted;
2. Any policies, administrative or operational procedures, operation directives, statutes and other guidelines that have been relied upon to formulate a response, as necessary;
3. Any evidence that is found or the inability to find evidence to support the grievance or grievance response;
4. The decision reached by the Department Offender Grievance Manager and the reasons that such decision was reached;
5. Any corrective action that has been or shall be taken to resolve the issue, including a projected completion date for the action, if available;
6. The response must address the original issue grieved;
7. The response is to be signed and dated by the Department Offender Grievance Manager; and,

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8. Any copies of relevant and newly discovered documents that are sent to the Executive Assistant to be maintained with the grievance files

The Department Offender Grievance Manager shall complete his/her investigation and submit a response to the appeal within 20 working days from the date of receipt, unless the Department Offender Grievance Manager notifies the offender and the facility housing the offender in writing that the appeal will take additional time to complete. The appeal response shall be prepared using the response form as found in the OGRE II system. The decision of the Department Offender Grievance Manager shall be final and shall end the offender's administrative remedies for the issues in this grievance. Once the response is completed, the appeal response shall be returned to the Executive Assistant via e-mail. It shall be the responsibility of the Executive Assistant to review the appeal response, log the response, print a copy of the response and ensure that the offender receives the response within two (2) working days from the date that the Executive Assistant receives the response from the Department Offender Grievance Manager.

XV. TIME FRAMES:

Offenders are to initiate the informal portion of the Offender Grievance Process within five (5) working days following the incident or action that is the basis of the grievance occurs. Unless so ordered by a court of competent jurisdiction, the Commissioner, the Deputy Commissioner/Operations, the Department's Medical Director or their designees, no informal grievance shall be accepted after the five (5) working days unless the offender can show just cause for accepting the grievance or a written grievance was returned to the offender due to failing to use the informal process. Grievances received after five (5) working days from the date of the incident shall be discussed with the offender and the offender advised that the grievance is not timely. Unless the offender presents information that can explain why the grievance should be considered past the time limit, no further action shall be taken on the grievance and the offender shall not submit a formal written grievance.

Responses shall be made within fixed time limits at each level of decision. From the initial grievance to the final appeal response, grievances are to be processed within 90 working days, unless the Facility Head, or designee, or the Department Offender Grievance Manager advises of an extension in the time frame in writing to all parties involved. Extensions of the time frames will be for a specific period of time. Failure of staff to respond in accordance with the established time limit

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or extension at any stage of the process shall entitle the offender to move to the next stage of the process.

If the Facility Head or designee declines to grant an extension and the time frame has expired at the current level, the Executive Assistant shall notify the offender who may appeal to the next level of review. The Executive Assistant or designated staff shall ensure that the offender has access to any forms necessary to proceed with the grievance process and shall ensure that the offender receives any necessary form(s) within one (1) working day from the date of request.

Offenders are responsible for ensuring that a formal grievance or grievance appeal is submitted within the time frames noted. Failure of the offender to submit the grievance or appeal within the noted timeframes may cause the formal grievance or grievance appeal not to be considered. The Facility Head or Department Offender Grievance Manager may consider a grievance or grievance appeal submitted outside the noted timeframes if it appears that there was an appropriate reason for the delay.

When the Facility Head declares a facility emergency in accordance with Policy 02-03-102, "Emergency Response Operations," all time limits shall be suspended. During facility lockdowns that last for an extended period of time, the Facility Head may elect to allow offenders to submit grievances; in such cases, the time limits shall apply unless the Facility Head designates in writing an extension for a fixed period. Grievances that concern life threatening situations shall not be subject to a suspension of the time frames.

At each step of the formal grievance process an extension of time may be granted to either staff or the offender. A request shall be submitted to the Facility Head or Department Offender Grievance Manager requesting that an extension of time be granted with an explanation as to why the extension of time is necessary. Upon review of the request, the Facility Head or Department Offender Grievance Manager may either approve or deny the request. If the request is approved, an extension of up to ten (10) working days may be granted at each level of the grievance process in accordance with these administrative procedures. The extension shall be signed and dated by the Facility Head or designee for grievances or the Department Offender Grievance Manager for appeals. The written extension of the time frame shall specify a reason for the extension and the specific length of the extension. The Executive Assistant shall record any time frame extensions. The 90 working days time frame for processing a grievance shall be extended by the same number of days as granted in the extension, if necessary.

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The following time frames shall be observed in the processing of a grievance, and appeal;

- A. The offender shall contact staff to discuss a grievance as soon as possible after the incident, but no later than five (5) working days from the date of the incident.
- B. The staff person initially contacted by the offender shall determine whether he/she can assist the offender in resolving the grievance and, if not, shall contact a staff person who may be able to assist the offender within 24 hours from the offender's initial contact.
- C. The staff person contacted shall respond to the offender's grievance within ten (10) working days from the date of the offender's contact.
- D. If the grievance cannot be resolved informally by the offender and staff, the offender may submit a formal written grievance using State Form 45471. If the offender does not have immediate access to State Form 45471, staff must ensure that the offender is provided with this form within one (1) working day from the date the form is requested.
- E. The formal written grievance must be filed within 20 working days from the date of the incident or triggering event. The formal grievance must be given to the Executive Assistant. Failure of the offender to file the grievance within this time frame due to failure to obtain State Form 45471 shall not be grounds for rejecting the grievance.
- F. The Executive Assistant shall log and review the offender's formal grievance within two (2) working days. If the grievance is accepted, the Executive Assistant shall provide the offender with a receipt for the grievance within one (1) working day from the date the grievance is logged. If it is determined that the grievance does not meet the criteria or additional information is needed, it shall be returned to the offender. The offender must return the grievance to the Executive Assistant within five (5) working days from the date that it is returned to the offender for revision.
- G. The Executive Assistant shall investigate the grievance and respond to the offender within 15 working days from the date the grievance is received. If the grievance has been returned to the offender for revision or additional information, the 15 working days shall begin on the date that the grievance is returned to the Executive Assistant.

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- H. If the offender does not agree with response from the Executive Assistant, the offender may file an appeal to the Department Offender Grievance Manager within ten (10) working days from the date the offender receives the response from the Executive Assistant.
- I. If the offender does not have immediate access to the forms necessary to appeal the grievance response, the Executive Assistant shall ensure that the offender receives the necessary form(s) within one (1) working day from the date of request. Upon receipt of the appeal, the Executive Assistant shall have five (5) working days to review, log, scan and e-mail the appeal to the Department Offender Grievance Manager. The Executive Assistant shall provide the offender with a receipt for the appeal within one (1) working day from the date the appeal is logged.
- J. Upon receipt of the appeal, the Department Offender Grievance Manager shall send an e-mail to the Executive Assistant advising that the appeal has been received. The Executive Assistant shall log the receipt of the appeal into the grievance log.
- K. The Department Offender Grievance Manager shall investigate the appeal, render a decision and return a response to the Executive Assistant for delivery to the offender within 20 working days from the date that the grievance is received by the Department Offender Grievance Manager.
- L. Upon receipt of the appeal response from the Department Offender Grievance Manager, the Executive Assistant shall log and review the response and provide the offender with a copy within two (2) working days.

XVI. TRANSFER OR RELEASE FROM SUPERVISION:

An offender may pursue or originate a formal written grievance at a facility from which he/she has been transferred or released from supervision only under the following conditions:

- A. If an informal or formal grievance was initiated prior to the transfer or release, the offender may exhaust the administrative remedies available through the grievance process at the former facility.
- B. A new complaint against a former facility regarding transfer of property or funds may be initiated within 20 working days from the date of transfer or release. In such cases, the informal step of the Offender Grievance Process shall be waived.

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- C. The offender shall deal directly with the Executive Assistant at the housing facility. In an intrastate transfer, the Executive Assistant at the new facility shall receive the grievance and ensure that it is logged into the OGRE II system. The Executive Assistant shall then forward the grievance to the Executive Assistant of the former facility electronically who shall be responsible for investigating the grievance and preparing a response. The Executive Assistant at the housing facility shall ensure the offender access to the grievance policy and administrative procedures.
- D. If the offender does not agree with the response from the previous facility, the offender may appeal the response. The offender shall follow the procedures for appealing the grievance and shall submit the appeal to the Executive Assistant of the housing facility. The Executive Assistant shall follow the procedures for processing an appeal.
- E. Established time frames shall be observed in the submission of complaints, grievances and appeals. Time frames governing the completion of investigations and responses shall be observed. A grace period of up to ten (10) working days may be allowed at each level for both the offender and the Executive Assistant due to the need to communicate with another facility.

XVII. OFFENDER ABUSE OF GRIEVANCE MECHANISM:

Offenders shall not be allowed to abuse or misuse the Offender Grievance Process by attempting to flood the process with excessive numbers of grievances or frivolous grievances. The determination as to whether an offender is attempting to abuse the process shall not be based solely on the quantity of grievances filed by the offender; but, shall include the types of grievances and the subject matter of the grievances. The grievances submitted to satisfy the order of a court in judicial remand cases shall not be included in documentation alleging abuse of the grievance process. Nor shall the offender be limited in the number of grievances which may be submitted in order to satisfy such an order from a court.

An offender who appears to be abusing the Offender Grievance Process shall not be automatically referred to the Facility Head as an alleged abuser; but, first shall be interviewed by the Executive Assistant to determine the rationale and need of the offender to file the amount and type of grievances currently under consideration. The ramifications of abuse of the process shall be explained to the offender. Should the offender elect to continue to attempt to abuse the Offender

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Grievance Process, the offender may be referred by the Executive Assistant to the Facility Head as an alleged abuser of the grievance process.

The Facility Head shall determine whether the offender is an abuser and may restrict the offender to having up to ten (10) active grievances in the grievance system at one time, not including emergency (life threatening) or court-remanded grievances. The offender shall be placed on such restriction for a period of ninety (90) calendar days from the date of determination. An offender's ability to seek resolution of grievances through the informal process shall not be restricted.

The Executive Assistant shall return to the offender any formal grievances in excess of the approved number of grievances submitted by an offender determined to be an abuser. These grievances shall be returned in reverse order of receipt (i.e., the last ones submitted will be the first ones returned). The Executive Assistant shall include a written notice that the offender has exceeded the limit. During the ninety (90) calendar day restriction period, the offender may elect to withdraw one (1) or more grievances filed during that restriction period and which are already in progress at any level and initiate an identical number of new complaints if the offender believes the new issue(s) have greater priority.

A decision to restrict an offender's access to the grievance process shall be automatically forwarded to Central Office. The Department Offender Grievance Manager shall review this decision and determine whether these administrative procedures have been followed.

XVIII. DATA COLLECTION GUIDELINES:

The Executive Assistant shall be responsible for ensuring that data regarding the grievances submitted and resolved during the month are collected and maintained. This date shall be entered into the Department's Offender Grievance software program (OGRE II). This information shall be kept up-to-date at all times and shall reflect the current status of all formal grievances and grievance appeals. The information to be collected by the Executive Assistant shall be determined by the Department Offender Grievance Manager and other staff who may need to use this information.

The Executive Assistant shall review the entries in the database on a monthly basis to determine whether there are any noticeable trends or issues in the offender grievances. The Executive Assistant shall report to the Facility Head the results of this review of the database and whether any action may be necessary. Additionally, if the Executive Assistant notes any significant issues or trends that may have a Department-wide impact, the Department Offender Grievance

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Manager shall be advised as to the findings. The Department Offender Grievance Manager shall determine whether a significant issue or trend does exist and, if so, shall report this finding to the Deputy Commissioner/Operations and the Regional Directors/Operations.

XIX. EVALUATION OF THE OFFENDER GRIEVANCE PROCESS:

The Offender Grievance Process shall be evaluated for its effectiveness and accountability on an annual basis. The Department Offender Grievance Manager shall work with the Division of Planning to develop and implement an evaluation mechanism for the Offender Grievance Process. Jointly, the Department Offender Grievance Manager and the Division of Planning shall report to the Executive Staff and Facility Heads the results of the evaluation of the Offender Grievance Process and make any recommendations for revision to the process for review and approval. Copies of the evaluation and recommendations shall be given to the Department Policy Manager for possible revisions to the policy and administrative procedures.

XX. APPLICABILITY:

These procedures are applicable to all Department facilities and all adult and juvenile offenders committed to the Department.

Signature on File

J. David Donahue
Commissioner



INDIANA DEPARTMENT OF CORRECTION
OFFENDER GRIEVANCE PROGRAM
RETURN OF GRIEVANCE
 State Form # 45475

GRIEVANCE NUMBER:

TO: OFFENDER NAME AND DOC NUMBER	FACILITY:	DATE OF GRIEVANCE:
WORK ASSIGNMENT:	HOUSING ASSIGNMENT:	
DATE GRIEVANCE RECEIVED:	DATE GRIEVANCE RETURNED:	

THE ATTACHED GRIEVANCE IS BEING RETURNED TO YOU BECAUSE YOU HAVE FAILED TO COMPLY WITH THE ADMINISTRATIVE PROCEDURES FOR POLICY 00-02-301, "OFFENDER GRIEVANCE PROCESS." THIS GRIEVANCE IS BEING RETURNED FOR THE FOLLOWING REASON(S):

- _____ No indication you have attempted to resolve this grievance informally. If you have attempted to resolve this grievance informally, please include the required information regarding the action taken and the response received. If you did not attempt to resolve this grievance informally, you have five (5) working days from the date below to attempt to do so; otherwise this grievance will not be considered.
- _____ The grievance is a request for reimbursement or replacement of personal property that has been lost, damaged or destroyed. This claim is handled through the Tort Claim process, Policy 00-01-104. See the Law Library.
- _____ This grievance concerns a Classification or Disciplinary Hearing action. These types of actions are to be appealed through their own appeal process and not through the grievance process.
- _____ There is no indication that you were personally affected by a Department or facility action or policy/procedure.
- _____ This grievance appears to be on behalf of a group and group grievances are not permitted.
- _____ This grievance is not signed and/or dated and/or does not include your commitment name and DOC number.
- _____ This grievance contains multiple issues. Grievances are to address only one (1) issue unless there is a direct relationship between multiple issues. You may submit separate grievances for the separate issues.
- _____ This grievance is not legible, understandable, presented in a courteous manner or contains excessive legal jargon.
- _____ This grievance concerns an issue that cannot be resolved by the Department of Correction because the issue is beyond the authority of the Department. This issue may be addressed to: _____
- _____ This grievance/appeal was not submitted within the allowed time frame. Unless you can show just reason(s) for this delay, this grievance/appeal will not be reviewed.
- _____ The issue in this grievance was reviewed and addressed previously in Grievance # _____.
- _____ You are identified as a grievance abuser. This grievance exceeds the number of active grievances you are allowed to have in the system. To proceed with this grievance, you must withdraw at least one (1) currently pending grievance.
- _____ Other: _____

PRINTED NAME OF EXECUTIVE ASSISTANT:	SIGNATURE OF EXECUTIVE ASSISTANT:	DATE OF RESPONSE:
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If you wish to proceed with this grievance, you have five (5) working days from the date of response to initiate an informal grievance, if not already done, or to return the corrected grievance to the Executive Assistant.



INDIANA DEPARTMENT OF CORRECTION
OFFENDER GRIEVANCE PROGRAM
FORMAL GRIEVANCE

State Form # 45471

For Official Use Only

Grievance Number

TO: EXECUTIVE ASSISTANT

FACILITY:

DATE:

FROM: (OFFENDER NAME & DOC NUMBER)

SIGNATURE OF OFFENDER:

WORK ASSIGNMENT:

HOUSING ASSIGNMENT:

INFORMAL COMPLAINT

Please explain what steps you have taken in order to try to resolve this issue informally. Please indicate the staff person(s) with whom you have discussed this issue and any response(s) or action(s) that were provided to resolve this issue.

STAFF PERSON(S) CONTACTED:

STAFF PERSON WHO RESPONDED:

DATE RESPONSE RECEIVED:

STATE COMPLAINT PRESENTED TO STAFF AND THE RESPONSE RECEIVED: (NOTE: A SINGLE ONE-SIDED 8 1/2" X 11" SHEET OF PAPER MAY BE ATTACHED IF NECESSARY TO EXPLAIN YOUR GRIEVANCE.)

FORMAL GRIEVANCE

PROVIDE A BRIEF, CLEAR STATEMENT OF YOUR GRIEVANCE. INCLUDE ANY INFORMATION THAT WAS NOT INCLUDED IN YOUR INFORMAL COMPLAINT THAT MAY ASSIST STAFF IN RESPONDING TO YOUR GRIEVANCE. (NOTE: May be continued on same sheet as used to state your complaint.)

STATE RELIEF THAT YOU ARE SEEKING.

Signature of Executive Assistant

Date



INDIANA DEPARTMENT OF CORRECTION
OFFENDER GRIEVANCE PROGRAM
GRIEVANCE APPEAL
State Form # 45473

GRIEVANCE NUMBER:

TO: OFFENDER NAME AND DOC NUMBER	FACILITY:	GRIEVANCE DATE:
HOUSING ASSIGNMENT:	DATE GRIEVANCE RESPONSE RECEIVED:	

REASON FOR AN APPEAL TO THE GRIEVANCE RESPONSE:

(NOTE: Please ensure that a copy of the original Grievance, a copy of the Response and any other needed information is attached to this appeal when it is submitted.)

Signature of Offender

Date

FOR OFFICIAL USE ONLY

DATE APPEAL RECEIVED BY EXECUTIVE ASSISTANT:

DATE APPEAL FORWARDED TO CENTRAL OFFICE:

SIGNATURE OF EXECUTIVE ASSISTANT

DATE:

DATE RECEIVED IN CENTRAL OFFICE:

NAME OF PERSON RECEIVING APPEAL: