



*Commonwealth of Massachusetts*  
*Department of Correction*  
**Northeastern Correctional Center**

INSTITUTIONAL PROCEDURES  
*For*  
**103 CMR 491 Inmate Grievances**

**Purpose:** The purpose of this procedure is to define informal and formal grievance procedures at Northeastern Correctional Center.

**Access:** Public

**Review:** Annually

**Approved:**

\_\_\_\_\_  
Mari Lou Whalen  
Deputy Superintendent

\_\_\_\_\_  
Date

**Accredited by the Commission on Accreditation for Corrections**

**NORTHEASTERN CORRECTIONAL CENTER  
PROCEDURAL STATEMENT  
WRITTEN IN ACCORDANCE WITH  
103 CMR 491 INMATE GRIEVANCES**

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**1. Informal Resolution (491.07)**

- A. Inmates at Northeastern Correctional Center are encouraged to communicate their issues informally to staff verbally or in writing via the Informal Complaint Form (Attachment I)
- B. An inmate may file a written informal complaint by following the standard operating procedures for Informal Complaint Resolution via 103 CMR 491 Inmate Grievances. Informal written complaints shall be processed in the following manner:
  1. The informal complaint process shall be overseen by the Administrative Captain. Informal Complaint forms (Attachment I) are available from a CPO, in the grievance boxes located in each housing unit and also the Inmate Library in Gralton Hall.
  2. Inmates shall file an informal complaint form within five (5) working days of the actual incident or within five (5) working days of becoming aware of the incident or situation, whichever is later.
  3. Informal complaint forms should contain a brief description of the issue. If more than one (1) issue exists, separate forms for each issue to ensure it is referred to the appropriate staff person for response shall be used.
  4. Inmates shall address forms to the Administrative Captain and submit them via the Grievance box located in each housing unit, or in the institutional mail.
  5. The Administrative Captain or designee shall immediately screen the incoming informal complaint forms and shall ensure they are recorded into the informal complaint resolution log within one (1) working day of receipt.
  6. Within one (1) working day of logging the informal complaint form, the Administrative Captain or designee shall forward a copy of the informal complaint to the appropriate department head or the responsible area staff person for possible resolution.
  7. The responsible area staff person shall evaluate the request or concern, including interviewing the inmate if deemed appropriate.

8. Once a decision has been made, he/she shall take appropriate action to resolve the matter or advise the inmate of the reason for denial of the inmate's complaint.
9. The Department Head or responsible area staff will issue a response to the inmate within ten (10) working days of receipt from the responsible supervisory staff and a copy of the complaint form with the documented outcome will remain on file. The Department Head or responsible area staff shall also send a copy of this response to the Deputy Superintendent.
10. Once the informal complaint resolution process has concluded and if the inmate is not satisfied with the informal decision rendered, they will have ten (10) working days from the receipt of the decision to file a formal grievance without being penalized.

## **2. Informal Resolution (491.08)**

### **A. Inmates Requiring Assistance**

1. If an inmate is illiterate he may request assistance in completing his grievance with his CPO or the Institution Grievance Coordinator. In the event that an inmate does not understand English, use of the Language line will be granted with the inmate's CPO and/or the Institution Grievance Coordinator.

## **3. Initiating a Grievance (491.10)**

A. The processing of inmate grievances shall be in accordance with 103 CMR 491 - Inmate Grievances.

### **B. Location of Grievance Forms and drop boxes.**

1. Inmate Grievance forms are located in the inmate library, the Farm Dorm dayroom, the Gralton Hall dayroom, through the inmate's caseworker or the Institutional Grievance Coordinator.
2. Drop boxes are located in the Farm dorm dayroom and the Gralton Hall dayroom. Grievances may be submitted directly to the Institution Grievance Coordinator or the Deputy Superintendent's Office.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF CORRECTION

INFORMAL COMPLAINT FORM

Inmate Name \_\_\_\_\_ Commitment # \_\_\_\_\_ Incident Date \_\_\_\_\_  
Institution \_\_\_\_\_ Housing Unit \_\_\_\_\_

CHECK OFF AREA OF CONCERN (one issue per form allowed)

\_\_\_ HOUSING ASSIGNMENT/STATUS    \_\_\_ LAUNDRY    \_\_\_ PROGRAMS    \_\_\_ MAIL    \_\_\_ FOOD  
\_\_\_ CLOTHING/LINEN EXCHANGE    \_\_\_ RELIGION    \_\_\_ PROPERTY    \_\_\_ VISITS  
\_\_\_ LEGAL EXCHANGE    \_\_\_ LIBRARY    \_\_\_ PHONE    \_\_\_ OTHER: \_\_\_\_\_

**State completely, but briefly, the single issue of concern and your requested resolution**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List any previous steps you have taken to resolve your concern

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Use other side of page if more space is needed)

**Inmate Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*Note: If you follow instructions in preparing your request, it can be addressed more readily. Your complaint will be reviewed and replied to within ten (10) business days from the date of receipt.*

**DO NOT WRITE BELOW THIS LINE (Reserved for Staff Response)**

**Received By** \_\_\_\_\_ **Date Received** \_\_\_\_\_

**DECISION**

Complaint: Has merit \_\_\_ Has some merit \_\_\_ Has no merit \_\_\_ N/A \_\_\_

Resolution: Granted \_\_\_ Partially Granted \_\_\_ Denied \_\_\_ Alternate Resolution  
Offered \_\_\_ N/A \_\_\_

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Decision By** \_\_\_\_\_ **Date** \_\_\_\_\_