

	<b>State of Alaska</b> <b>Department of Corrections</b> <b>Policies and Procedures</b>	<b>Index #:</b> 808.03	<b>Page</b> 1 of 12
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	<b>Chapter:</b> Prisoner Rights <b>Subject:</b> Prisoner Grievances		

I. Authority

In accordance with 22 AAC 05.155, the Department will maintain a manual comprised of policies and procedures established by the Commissioner to interpret and implement relevant sections of the Alaska Statutes and 22 AAC.

II. References

Alaska Administrative Codes

Standards for Adult Correctional Institutions, 1990

Standards for Adult Local Detention Facilities, 1991

III. Purpose

This policy establishes an internal prisoner grievance and appeal system that promotes proper and effective communication between staff and prisoners in efforts to resolve issues at the lowest possible level.

IV. Application

All staff and prisoner population.

V. Definitions

A. Emergency Grievance

Emergency grievances involve issues that threaten life or the security of the facility, or may cause harm to any individual.

B. Excessive Grievances

Excessive grievances are the filings of more than five grievances in a week and/or 20 in 180 consecutive days.

C. Facility Manager

The Facility Manager is the Superintendent or Warden of the institution.

D. Frivolous Grievance

A frivolous grievance addresses information or circumstances that are trivial, lacking in seriousness, irresponsible, self-indulgent, or that have already been addressed.

E. Grievance Abuse

Grievance abuse is the repeated abuse of the grievance process through:

1. The filing of frivolous and/or excessive grievances;
2. The appeal of a grievance settled in the prisoner's favor;
3. The filing of grievances concerning issues not grievable; or
4. The filing of emergency grievances that are not emergencies.

F. Health Care

Health care includes the fields of medical, dental, psychiatric, and mental health.

G. Institutional Health Care Officer

The Institutional Health Care Officer is the chief departmental health care officer in a correctional facility.

H. Medical Advisory Committee

The Medical Advisory Committee shall include, but is not limited to, the Medical Director, the Clinical Director, and the Health Practitioner with the Psychiatrist, Quality Assurance Nurse, and Contract Dentist as ad hoc members.

I. Retaliation

Retaliatory action could include any form of discipline, placement in administrative segregation, transfer, other adverse classification action, or harassment that is imposed upon a prisoner for the prisoner's filing or pursuit of a grievance. It does not include transfers that are in the best interest of the institution or the Department.

J. Request for Interview Form

The Request for Interview Form (Form 808.11A) is the Department form used to attempt to informally resolve a grievance or to appeal a screened grievance.

K. Screened Grievance

A screened grievance is a grievance that is rejected or returned for correction due to content or completion deficiencies.

L. Standard Grievance

A standard grievance is a formal attempt to resolve a general issue regarding the Department's alleged violation of regulations, statutes, or policy. Separate procedures apply to the processing of emergency and health care grievances and grievances against staff.

M. Working Days

Unless otherwise stated, all processing timelines describe working days. A working day is a 24-hour period of which no portion includes a Saturday, Sunday, or holiday.

1. Computation of a working day as prescribed or allowed in this policy begins with the day after the act or event beginning the computation unless it is a Saturday, Sunday, or holiday.
2. The last day of the time period is to be included unless it is a Saturday, Sunday, or holiday.
3. In institutions where a working day includes weekends and holidays, the facility SOPs and prisoner handbook will specify this exception.

VI. Policy

A. Grievance and Appeal System

The Standards Administrator and the Director of Institutions shall develop, implement, and monitor the Department's prisoner grievance system that promotes dispute resolution through effective and timely communication. The Facility Manager at each institution shall monitor the grievance process.

B. Standard Grievance Procedures

All prisoners, staff, and reviewing authorities shall follow the procedures in this policy when filing and responding to a grievance unless otherwise specified under special grievances outlined below. Special procedures apply to:

1. Emergency grievances;
  2. Health care grievances; and
  3. Grievances against staff.
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C. Grievance Appeal Procedures

1. The Department shall establish uniform procedures for processing prisoner grievance appeals.
2. The Department may deny any prisoner's appeal that does not follow these appeal procedures.

D. Communication Continuum

The prisoner grievance and appeal system promotes open communication between prisoners and staff to resolve disputes and issues. The Department encourages informal face-to-face communication as the first step towards resolution. The prisoner is required to then seek written informal resolution through the Request for Interview Form (Form 808.11A) or another appropriate Department form before filing a formal grievance.

E. Scope of a Grievance

1. What can be grieved
  - a. A prisoner may grieve any alleged action violating the Department's regulations, statutes, policies, or procedures stated in the prisoner handbook that does not already have a separate appeal process.
  - b. A prisoner may only file a grievance in his or her own behalf if directly affected by or a party to the alleged action being grieved.
  - c. A prisoner may file a health care grievance regarding treatment that pertains to the provision or denial of essential health care services. This includes applications of policy stated in the Prisoner Health Plan (807.02 Attachment A).
2. What cannot be grieved
  - a. Classification decisions addressing security or custody levels, facility placement, work and program eligibility and assignments, or furlough.
  - b. Disciplinary decisions.
  - c. Medical charge disputes (see Policy 807.07).
  - d. Administrative transfers.
  - e. Any other administrative procedure which has its own appeal process.
  - f. Alaska Parole Board procedures or decisions.
  - g. Court procedures or decisions.
  - h. Claims on a continuing issue the prisoner is actively litigating in the courts.
  - i. Decisions on whether or not an emergency grievance is an emergency.
  - j. Unrelated issues that should be submitted in separate grievances.

F. Grievance System Abuse

1. A prisoner may be found to abuse the grievance system who:
  - a. Files more than five grievances in a week;
  - b. Files more than 20 grievances in any 180 consecutive days; and/or
  - c. Demonstrates a pattern of abuse of the system by filing frivolous or repetitious grievances, or by filing false statements.
2. A prisoner found to abuse the grievance system may be subjected to both a restriction on filing grievances and/or disciplinary action.
3. The Facility Manager shall determine abuse of the grievance system.

G. Prisoner Responsibilities

1. A prisoner is expected to participate in good faith in the grievance process.
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2. A prisoner who has difficulties understanding or following the procedures in this policy must request assistance.

#### H. Staff Responsibilities

1. The Facility Manager shall assign an appropriate staff member as the Facility Standards Officer. In matters pertaining to the grievance process, the Facility Standards Officer answers directly to the Facility Manager.
2. The Facility Manager shall make locked boxes available near each of the institutional housing units.
3. The Facility Manager shall ensure that staff inform and instruct prisoners, all new commitments, and transfers about the grievance process through the prisoner handbook and prisoner orientation.
4. The Facility Manager shall inform all prisoners through the prisoner handbook and/or prisoner orientation of the institution's policy on providing them copies of completed Request for Interview Forms (Form 808.11A).
5. Staff will make this policy accessible in the institutional law library.
6. Staff will explain the grievance procedure to the prisoner, through an interpreter, if necessary, and provide assistance for special needs prisoners.
7. Department staff will respond to appropriate verbal and written attempts to informally and formally resolve grievances in a professional and timely manner.
8. Staff may not take retaliatory action against any prisoner for the filing or pursuit of a grievance. Claims about retaliation will be reviewed and processed as grievances alleging staff misconduct.

### VII. Procedures

#### A. Standard Grievances

##### 1. Prisoner Responsibilities

###### a. Filing Time Frames

- (1) A prisoner must try to informally resolve an issue as soon as possible after the action or incident.
- (2) Within 30 calendar days from the date the incident occurred or from when the prisoner has knowledge of the incident, a prisoner must file a grievance (Form 808.03C).

###### b. Informal Resolution

- (1) A prisoner must try to resolve an issue informally before filing a formal grievance.
- (2) The prisoner should first attempt to speak directly with the staff member aware of or directly involved with the incident.
- (3) If verbal communication attempts fail to resolve the problem informally, the prisoner must complete a Request for Interview Form (Form 808.11A) to address the issue and place it in the appropriate locked box.
- (4) If the response on the Request for Interview Form does not resolve the issue, the prisoner may then choose to submit a formal grievance.

###### c. Formal Grievance Packet Completion (Level 1)

- (1) A prisoner must fully complete page one of the Prisoner Grievance Form (Form 808.03C).
  - (2) The prisoner may attach up to two additional pages of narrative.
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- (3) If the facility provides the inmate with a copy of the response to the Request for Interview Form (Form 808.11A), the form showing attempts to resolve the issue informally must be attached to the grievance.
  - (4) If the facility does not provide the inmate with a copy of the response to the Request for Interview Form (Form 808.11A), the prisoner must write on the grievance form with whom and when he or she tried to initially resolve the issue informally, and state the results of that communication.
  - (5) The prisoner must place the grievance packet in the appropriate locked box.
- d. Withdrawn Grievances
- (1) A prisoner can request in writing to withdraw a grievance at any time in the grievance process.
  - (2) If an issue is easily resolved through the Facility Standards Officer prior to a grievance investigation and decision, the Resolved Filed Grievance Form (Form 808.03B) must be filled out completely and properly signed by the prisoner and the Facility Standards Officer.
  - (3) If the prisoner is released from custody, within five working days of release the prisoner must notify the Facility Standards Officer in writing and leave a contact address if he or she wants the grievance process to continue. Otherwise, the Facility Standards Officer will close the grievance unless the Facility Manager chooses to continue processing the grievance.
- e. Screened Grievances
- (1) If a prisoner can correct the deficiency that caused a grievance to be screened, the prisoner shall be permitted to resubmit the grievance. The grievance shall be considered timely if resubmitted within two working days of receipt of the screening form.
  - (2) If the prisoner believes that a grievance screening decision is incorrect, the prisoner may appeal the Screened Grievance. The prisoner must state in writing on the Request for Interview Form (Form 808.11A) why the screening is incorrect and attach it to the grievance and the screening form, and return it to the Facility Standards Officer within two working days after receiving the screening decision.
- f. Grievance Appeal (Level 2)
- (1) A prisoner may appeal a Facility Manager's/Director's grievance decision.
  - (2) Within two working days after receiving the Facility Manager's/Director's decision, the prisoner must complete and file a Prisoner Grievance Appeal Statement (Form 808.03D) with the Facility Standards Officer.
  - (3) This statement must only address the subject and relief sought in the initial grievance. No additional information may be submitted.
  - (4) The prisoner must place the completed Prisoner Grievance Appeal Statement Form in the appropriate locked box.
- g. Standards Administrator Review (Level 3)
- A prisoner who believes a grievance was not handled consistent with policy may seek review by the Standards Administrator after the Director renders a decision.
- (1) Within 20 working days after receiving the Director's decision, the prisoner must request a review by writing a letter not to exceed two pages and send it in a sealed envelope directly to the Standards Administrator.
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- (2) The review by the Standards Administrator serves as the final administrative action of the Department on the grievance.

## 2. Staff Responsibilities

- a. The Facility Standards Officer shall make sure that an adequate supply of grievance forms and Request for Interview Forms are available.
- b. Within one working day of a request, staff shall provide the forms necessary for filing a grievance.
- c. Initial Grievance Processing (Level 1)

Each working day, the Facility Standards Officer or staff designated by the Facility Manager will:

- (1) Check the locked boxes;
- (2) Forward Request for Interview Forms appealing screened grievances through the Facility Standards Officer to the Facility Manager; and
- (3) Record the grievance packet and its subject matter in the grievance log and/or the grievance database.

### d. Initial Grievance Review

- (1) The grievance process begins when the Facility Standards Officer receives, records, and files the formal grievance.
- (2) The Facility Standards Officer shall promptly review all grievances to see if they should be screened, easily resolved, or processed further.

### (3) Screened Grievances

The Facility Standards Officer must complete the Grievance Screening Form (Form 808.03A) and provide copies of the form and the grievance to the prisoner with instructions for proper completion. Grievances will be screened if:

- (a) The action or decision being grieved is not a grievable issue as specified in VI.E. above;
  - (b) The grievance is not within the institution's or Department's jurisdiction;
  - (c) The issue grieved was not first addressed informally;
  - (d) The issue was already grieved by the prisoner or by another prisoner and resolved;
  - (e) The grievance is submitted on behalf of another prisoner who is able to file his or her own grievance;
  - (f) The form is not filled out completely;
  - (g) The grievance is not filed within 30 calendar days of the action or incident;
  - (h) The grievance is grieving an action not yet taken;
  - (i) The grievance contains inappropriate use of obscene or profane words;
  - (j) The grievance is factually incredible or clearly devoid of merit;
  - (k) The specific relief sought is unclear;
  - (l) The grievance raises unrelated issues that should be presented in separate grievances;
  - (m) The grievance is against the Facility Manager, but is not for action taken directly by the Facility Manager.
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- (n) The grievance is on an issue the prisoner is currently litigating in the court system.
  - (4) Easily Resolved Grievances  
If the grievance is easily resolved, the Resolved Filed Grievance Form (Form 808.03B) must be filled out completely and properly signed by the prisoner and the Facility Standards Officer.
  - (5) Grievance Assignment and Transfers
    - (a) Grievances that are not screened or easily resolved are either sent to the Facility Standards Officer of the facility where the incident occurred or assigned to an impartial investigator.
    - (b) If the Department transfers a prisoner while it is processing the prisoner's grievance, the Facility Standards Officer shall continue the grievance process in coordination with the Facility Standards Officer of the receiving institution unless the prisoner's transfer resolves the issue.
  - e. Screened Grievance Appeals
    - (1) The Facility Standards Officer shall record the appeal and forward it to the Facility Manager. If the screened grievance concerns an action taken by the Facility Manager, it will be forwarded to the Director of Institutions.
    - (2) The Facility Manager/Director has 10 working days after receipt of the appeal to complete the review and issue a written decision through the Facility Standards Officer to the prisoner.
    - (3) If the prisoner does not receive a response within the 10 working days, the appeal is considered denied. However, a late response granting an appeal is valid. The screened grievance appeal review is the final administrative action by the Department on the grievance.
  - f. Grievance Investigation
    - (1) If the grievance is not screened, easily resolved, or withdrawn after its initial filing, the Facility Standards Officer must either investigate or assign another staff member to investigate the grievance.
    - (2) The Facility Standards Officer shall assign an objective staff member that is not involved in the subject of the grievance to investigate the grievance and issue a recommendation.
    - (3) The investigator will interview the appropriate staff and/or prisoner(s) in order to fully and equitably examine the issue.
    - (4) Within 10 working days after receiving the assignment, the investigator shall forward a clear and concise written statement of findings and recommendations (Form 808.03C, Part Two) to the Facility Manager through the Facility Standards Officer.
  - g. Formal Grievance Decision
    - (1) Within five working days after receiving the investigator's findings, the Facility Manager/Director will issue a determination. The decision must include a copy of the investigator's findings and recommendations, include sufficient findings and conclusions to provide for further review, and note any corrective action.
    - (2) The Facility Manager/Director shall, through the Facility Standards Officer, give the prisoner the written response (Form 808.03C).
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- h. Record Keeping
  - (1) The Facility Standards Officer shall promptly log the completed grievance and make and distribute copies of the grievance.
  - (2) The Facility Standards Officer or designee shall have the prisoner sign the completed grievance and/or document its delivery to the prisoner.
  - (3) The Facility Standards Officer shall place the completed original grievance in the prisoner's institutional or medical file, as appropriate.
- i. Grievance Appeal (Level 2)
  - (1) If the appeal results from the decision of the Facility Manager, the Facility Standards Officer shall record and immediately send an appeal packet consisting of the appeal form and a copy of the grievance to the Director.
  - (2) If the appeal results from the decision of the Director, the Facility Standards Officer shall record and immediately send the appeal packet to the Standard's Administrator as a Level 3 review.
  - (3) The Director shall respond to the prisoner in writing through the Facility Standards Officer within 15 working days after receiving the appeal. The original must be sent to the Facility Standards Officer with a copy to the prisoner. The Director shall either affirm or reverse the Facility Manager's decision, note any corrective action, and set out findings and conclusions sufficient to permit further review. If the prisoner does not receive a response within 15 working days, the appeal is considered denied. However, a late response granting the appeal is valid.
- j. Standards Administrator Review (Level 3)

The Standards Administrator shall respond in writing directly to the prisoner within 20 working days. This decision is the final administrative action by the Department on the grievance.

## B. Health Care Grievances

### 1. Prisoner Responsibilities

Prisoners shall follow the standard procedures in VII.A.1.a.-e. and VII.A.2.a.-e. above when filing grievances regarding health care.

### 2. Staff Responsibilities

- a. The Facility Standards Officer, in consultation with health care staff that is not involved in the subject of the grievance, shall promptly decide if the grievance should be screened or could be easily resolved.
  - b. If the grievance cannot be screened or easily resolved, the Facility Standards Officer shall assign and forward the grievance to the Institutional Health Care Officer through the facility manager for investigation and response.
    - (1) Within 15 working days after receiving the grievance, the Institutional Health Care Officer shall investigate the grievance, compile copies of all relevant medical records, and issue a written decision containing a clear and concise statement of findings (on Form 808.03C) to the Facility Manager through the Facility Standards Officer.
    - (2) The Facility Manager shall promptly review and route the grievance to the Facility Standards Officer.
    - (3) The Facility Standards Officer shall promptly log the decision, make and distribute copies of the grievance, and place the original grievance in the prisoner's medical file.
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- c. If the grievance is against the Institutional Health Care Officer, the Facility Standards Officer shall ask the Anchorage Central Office Health Care Administrator to assign an impartial investigator.
  - 3. Health Care Grievance Appeals
    - a. Prisoner Responsibilities
      - (1) If a prisoner is not satisfied with the response to the grievance, the prisoner may file an appeal.
      - (2) Within two working days after receiving the decision, the prisoner must complete the Prisoner Grievance Appeal Statement (Form 808.03D) and place it in the appropriate locked box.
    - b. Staff Responsibilities
      - (1) The Facility Standards Officer shall record and forward the grievance appeal and the copies of grievance and relevant medical records to the Medical Advisory Committee.
      - (2) The Health Care Administrator shall promptly assign an impartial investigator.
      - (3) Within 10 working days of receipt of the grievance, the assigned investigator shall investigate the matter and provide the Medical Advisory Committee with a written statement of findings and recommendations.
      - (4) Within 5 working days of receipt of the investigator's statement of findings and recommendations, the Medical Advisory Committee shall review the documentation and issue a written decision containing findings of fact and conclusions as to the merits of the grievance.
      - (5) The decision will be sent to the prisoner through the Facility Standards Officer who will promptly log the grievance decision.
      - (6) The Medical Advisory Committee shall send copies of all appeal decisions to the Standards Administrator.
      - (7) If the appeal involves a health care decision made by the Medical Director, within 10 working days of receipt of the investigator's statement of findings and recommendations, the Medical Advisory Committee shall review the investigator's written recommendations and issue a written decision containing findings of fact and conclusions as to the merits of the grievance.
      - (8) The decision of the Medical Advisory Committee is the final administrative action on the grievance by the Department.
  - C. Grievances Against Staff
    - 1. Allegations of Staff Misconduct
      - a. Prisoner Responsibilities
        - (1) If a prisoner files a grievance alleging staff misconduct, the prisoner does not need to try to resolve the grievance informally with the staff member who is the subject of the grievance.
        - (2) If a prisoner alleges retaliation resulting from filing or pursuing a grievance, the prisoner shall address the grievance as an allegation of staff misconduct.
        - (3) A prisoner must complete and submit a formal grievance packet as stated in VII.A.1.c above.
        - (4) A prisoner may appeal the decision of the Facility Manager/Director according to VII.A.1.e-f above.
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b. Staff Responsibilities

- (1) If a grievance alleges staff violations of the ethical code or standards of conduct as defined by Policy 202.01, the Facility Standards Officer shall record and forward the grievance directly to the Facility Manager.
- (2) After receiving the grievance, the Facility Manager shall either:
  - (a) Within 15 working days investigate the grievance and provide a written decision to the prisoner through the Facility Standards Officer; or
  - (b) Promptly return the grievance to the Facility Standards Officer for informal resolution or assignment to an investigator according to VII.A.2.f-g above.

2. Grievances Against the Facility Manager

a. Prisoner Responsibilities

- (1) Before a prisoner files a grievance against action taken directly by the Facility Manager, the prisoner must first try to resolve the issue informally with the Facility Manager according to VII.A.1.a-b above.
- (2) The prisoner must complete and submit a formal grievance packet according to VII.A.1.c above to the Director of Institutions through the Facility Standards Officer.
- (3) The prisoner may appeal the decision of the Director to the Standards Administrator according to VII.A.1.g above. This review will be the final administrative action on the grievance by the Department.

b. Staff Responsibilities

- (1) If the grievance is filed against the Facility Manager, the Facility Standards Officer shall forward it to the Director of Institutions for investigation or assignment to an impartial investigator.
- (2) If the investigation is assigned, within 10 working days after receiving the assignment, the investigator shall forward a clear and concise written statement of findings and recommendations (Form 808.03C, Part Two) to the Director of Institutions.
- (3) Within five working days after receiving the investigator's findings, the Director will issue a written decision containing findings of fact and conclusions as to the merits of the grievance.
- (4) The decision will be sent to the prisoner through the Facility Standards Officer who will promptly log the grievance decision.
- (5) If the prisoner appeals the Director's decision, within 20 working days after receiving the appeal, the Standards Administrator will issue a determination in writing directly to the prisoner.
- (6) The review by the Standards Administrator is the final administrative action within the Department on the grievance.

D. Emergency Grievances

1. Prisoner Responsibilities

- a. A prisoner may file an emergency grievance by notifying the Facility Standards Officer, the Facility Manager, or the Facility Manager's designee (e.g., Shift Supervisor during nights, weekends and holidays) verbally or through completion of a written grievance according to the procedures set out in this policy.
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- b. The prisoner does not need to seek to informally resolve an emergency grievance.
- c. The prisoner cannot appeal the Department's determination as to whether the issue grieved is an emergency.

2. Staff Responsibilities

- a. If a prisoner files an emergency grievance, staff shall immediately notify the Facility Manager.
- b. The Facility Manager shall consult with the Institutional Health Care Officer, if necessary, and promptly determine whether the issue grieved is an emergency.
- c. If the Facility Manager is unavailable, the Facility Manager's designee through immediate consultation with the Facility Manager (and Institutional Health Care Officer, if necessary) shall determine whether the issue grieved is an emergency.
- d. If the grievance is found to be an emergency, the Facility Standards Officer, Facility Manager, the Facility Manager's designee, or the Institutional Health Care Officer shall investigate and resolve the emergency grievance the same day or before the end of the shift.
- e. The Facility Manager, the Facility Manager's designee, or the Institutional Health Care Officer shall send a written decision to the prisoner through the Facility Standards Officer as soon as practicable. The Facility Standards Officer will log and document the grievance in accordance with the procedures set out in this policy.
- f. If the grievance is not found to be an emergency, the Facility Manager or designee will inform the Facility Standards Officer in writing of the decision. The Facility Standards Officer will process the grievance according to VII.A.-C. above.
- g. The prisoner who provides false information regarding the emergency grievance may be disciplined pursuant to 22 AAC 05.400.

E. Grievance System Abuse

1. Prisoner Responsibilities

- a. A prisoner who receives a written caution regarding abuse of the prisoner grievance system is expected to correct the action(s) that resulted in the warning.
- b. The prisoner cannot appeal the initial grievance system abuse restriction.
- c. The prisoner can appeal the consecutive extensions of a restriction to the Director of Institutions according to VII.A.1.f.
- d. The prisoner can file one non-emergency grievance per week during the restriction. This limit may only be exceeded if other grievances filed during the week are emergency grievances.
- e. The prisoner who continues to abuse the grievance system and/or provide false statements may be subjected to both continued restrictions on filing grievances and/or disciplinary action pursuant to 22 AAC 05.400.

2. Staff Responsibilities

- a. If a prisoner demonstrates a pattern of abusing the prisoner grievance system, the Facility Manager shall send a written caution to the prisoner stating:
  - (1) The specific reasons for the caution, and
  - (2) The continued pattern may result in restricted use of the grievance system.

- b. If a prisoner continues a pattern of grievance abuse, the Facility Manager may issue a written restriction limiting the use of the grievance system that:
  - (1) Specifies the reason(s) for the restriction,
  - (2) Specifies the length of the restriction, which shall not exceed 90 calendar days,
  - (3) Limits the filing of grievances to one per week, and
  - (4) Is not subject to appeal.
- c. If the grievance system abuse continues, the Facility Manager may continue to extend restrictions not to exceed 90 calendar days by issuing additional written determination(s).
- d. If the prisoner appeals the restriction extension, within 15 working days after receiving the appeal, the Director shall respond in writing to the prisoner through the Facility Standards Officer in accordance with the procedures set out in this policy. This decision is the final administrative action within the Department on the grievance.

F. Records and Accountability

- 1. The Facility Standards Officer shall keep records of all individual prisoner grievances and any relevant documents at the institution for at least three years after the final resolution of each grievance.
- 2. The Facility Standards Officer shall maintain and keep a permanent grievance log (see Policy 1208.11).
- 3. The Standards Administrator shall periodically audit grievance records to ensure that all grievances are properly logged and handled in accordance with this policy.
- 4. The Standards Administrator shall report annually to the Commissioner about the disposition and the handling of grievances by the Department during the reporting period.

VIII. Implementation

This policy and procedure is effective 14 days following the date signed by the Commissioner. Each Manager shall incorporate the contents of this document into local policy and procedure. All local policies and procedures must conform to the contents of this document. The Division Director must approve in writing any deviation from the contents of this document.

September 29, 2006

Date



Marc Antrim, Commissioner  
Department of Corrections

Forms Applicable:

808.03A  
808.03B  
808.03C  
808.03D