

Fifth Judicial District

Department of Correctional Services



Policy Manual

TITLE: Grievances Discrimination

POLICY

All residents will be informed of the District's Grievance Procedures and may file a grievance within forty-eight (48) hours of any non-disciplinary related action or any situation with which the resident is in disagreement. Offenders are not subjected to discrimination based on an offender's race, religion, national origin, gender, disability or political views.

PROCEDURE

1. Grievances must be submitted by the client in writing within five (5) working days of the issue being grieved. All pertinent information concerning the issue shall be included, using the District's Grievance Form.
 1. Grievance Procedures
 1. Grievances must be non-discipline oriented. Grievances will be heard by a facility Supervisor/Manager.
 2. The responding Supervisor/Manager has five (5) working days to respond, from the time they receive the grievance. Holidays and weekends, for this purpose, are not considered work days.
 3. The resident may contact the State Ombudsman's Office, their attorney, or the sentencing judge at any time in the process.
 4. Residents not satisfied with the response from Supervisory/Management staff may then contact the State Ombudsman, their attorney, or the sentencing judge.
 5. Residents shall receive staff assistance in the filing of a grievance, if requested. Staff not directly involved with the issue being grieved shall assist.
 2. The quantity and nature of offender grievances are aggregated and along with the grievance procedure are analyzed annually to determine their efficiency and effectiveness.
 3. Offenders are not subjected to discrimination based on an offender's race, religion, national origin, gender, disability or political views.