

Sixth District Department of Correctional Services POLICY	Issue Date 10/30/92	Effective Date 02/01/17	Policy Number 115-17
Subject <b>GRIEVANCE – FIELD SERVICES</b>		Review Month September	Author 0131 (GFI)
Rescinds 115-16	References		

**PURPOSE:**

Grievances are considered an administrative process. Department responders preclude attorneys from participating in the formal process. The responder may designate another Department staff to assist those offenders who cannot understand the issues or who otherwise cannot represent themselves.

**POLICY:**

The Department provides a grievance process the offender may use without the fear of prejudicing their treatment by Department staff.

**DEFINITION:**

1. Grievance - Written statement by an offender contesting any aspect of their supervision by Department staff.

**PROCEDURE:**

1. The supervising staff member notifies the offender of the elements of the grievance process during intake. The offender signs Offender Grievance Process (115A, side 1) and is provided a copy. The original is maintained in the file.
2. The offender initiates a grievance by completing and submitting Offender Grievance (115A, side 2) within thirty (30) calendar days of the of the alleged incident or knowledge thereof.
3. The Supervisor may designate another staff member to assist the offender if the offender is unable to comprehend the elements of the incident or understand the process.
4. Within ten (10) working days of receipt, the Supervisor affirms, modifies or denies the grievance and provides a written response to the offender, except as provided in Procedure #9. The response includes instructions explaining how the offender may refile the grievance.

**POLICY NUMBER 115-17**  
**PAGE 2 OF 2**

**PROCEDURE:** (continued)

5. If the offender disagrees with the decision of the Supervisor, the grievance may be submitted to the Division Manager within five (5) working days of receipt of the response.
6. The Division Manager responds to the written grievances pursuant to Procedure #4.
7. If the offender is not satisfied with the decision of the Division Manager, the grievance may be submitted to the Assistant Director pursuant to Procedure #5.
8. The Assistant Director responds to the written grievance pursuant to Procedure #4.
9. If the responder is not able to address the offender's concerns within the established time frames (administrative conflicts, additional time required for investigation, etc.), these reasons are noted, as well as a time frame for when the response will be forthcoming, in writing and provided to the offender within ten (10) working days of receipt of the grievance.
10. If the offender fails to file the grievance within established time limits the process is terminated and the Department assumes the grievant is satisfied with the last response. If Department responders fail to respond to the grievant within established time frames the grievance is considered denied and the offender may proceed immediately to the next step.
11. Sanctions/conditions imposed by Department staff are maintained during the grievance process.
12. Concurrently, or after exhausting the Department grievance procedure, the offender may contact the Office of Ombudsman (Citizens Aid), Ola Babcock Miller Building, 1112 East Grand Ave., Des Moines, IA 50319, (515-281-3592 or 1-888-426-6283).

BY ORDER OF:

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Bruce Vander Sanden, Director