

Sixth District Department of Correctional Services POLICY	Issue Date 10/30/92	Effective Date 04/15/22	Policy Number 115-22
Subject GRIEVANCE – FIELD SERVICES		Review Month September	Author 600 (DKO)
Rescinds 115-20	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 clients who cannot understand the issues or who otherwise cannot represent themselves.

POLICY:

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

DEFINITION:

1. Grievance - Written statement by a client contesting any aspect of their supervision by Department staff.

PROCEDURE:

1. The supervising staff member notifies the client of the elements of the grievance process during intake. The client signs Client Grievance Process (115A, side 1) and is provided a copy. The original is maintained in the file.
2. The client initiates a grievance by completing and submitting Client Grievance (115A, side 2) within thirty (30) calendar days of the alleged incident or knowledge thereof.
3. The Supervisor may designate another staff member to assist the client if the client 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 client, except as provided in Procedure #9. The response includes instructions explaining how the client may refile the grievance.

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PROCEDURE: (continued)

5. If the client disagrees with the decision of the Supervisor, the grievance may be submitted to the Assistant Director or designee within five (5) working days of receipt of the response.
6. The Assistant Director or designee responds in writing within ten (10) working days except as noted below.
7. If the responder is not able to address the client'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 client within ten (10) working days of receipt of the grievance.
8. If the client 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 client may proceed immediately to the next step.
9. Sanctions/conditions imposed by Department staff are maintained during the grievance process.
10. Concurrently, or after exhausting the Department grievance procedure, the client 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:

Bruce Vander Sanden, District Director