

SIXTH JUDICIAL DISTRICT
DEPARTMENT OF CORRECTIONAL SERVICES

FORM 115A-22

CLIENT GRIEVANCE PROCESS - FIELD SERVICE

Clients under the supervision of the Department of Correctional Services have the right to file a written statement disagreeing with any aspect of supervision by Department staff. The client may use this process without fear of prejudicing their treatment by Department staff. Grievances are considered an administrative process, attorneys are therefore precluded. The responder may designate another Department staff to assist those clients who cannot understand the issues or who otherwise cannot represent themselves.

PROCEDURE: The following is the procedure for filing a grievance:

Step 1 - A written grievance is presented to staff within thirty (30) working days of the incident upon which the grievance is based or knowledge thereof.

Step 2 - Staff who receives the grievance routes it to the immediate supervisor of the supervising staff member.

Step 3 - Within ten (10) working days of receipt, the supervisor makes a decision to the corrective action sought and provides a written response to the client, except as noted below. The response includes instructions explaining how the client may refile the grievance if not satisfied with the response.

Step 4 - The client may submit the grievance to the Assistant Director or designee in writing within five (5) days of notification of the decision at the previous step. The Assistant Director or designee responds in writing within ten (10) working days except as noted below.

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.

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 corrective action sought by grievant is considered denied and the client may proceed immediately to the next step.

Conditions imposed by Department staff which are the subject of the grievance are maintained during the grievance process.

Concurrently, or after exhausting the Department grievance procedure, the clients may contact the Office of the Ombudsman, (Citizens Aid), Ola Babcock Miller Building, 1112 E. Grand Avenue, Des Moines, IA 50319, (515-281-3592).

I HAVE READ AND/OR HAVE HAD READ TO ME THIS CLIENT GRIEVANCE PROCESS AND DO UNDERSTAND WHAT IT SAYS AND WHAT IT MEANS. I CERTIFY THAT I HAVE RECEIVED A COPY OF THIS DOCUMENT.

SIGNED _____
Client

DATE _____

SIGNED _____
Department Staff

DATE _____

