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| Sixth District Department of Correctional Services POLICY | Issue Date 01/15/92 | Effective Date 04/15/22 | Policy Number 116-22 |
| Subject GRIEVANCE - RESIDENTIAL | | Review Month September | Author 633 (RME) |
| Rescinds 116-20 | 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 residents who cannot understand the issues or who otherwise cannot represent themselves.

POLICY:

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

DEFINITION:

1. Grievance - A statement, written by the resident, of disagreement with any program-related situation. A grievance includes, but is not limited to, the action or situation being grieved, the grounds for the grievance and the corrective action sought.

PROCEDURE:

1. The Residential Division Manager ensures that the grievance process is included in the Resident Handbook.
2. Facility staff explains the grievance procedure to the resident during intake, including that concurrently or after exhausting the Department grievance procedure, the resident 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), and documents this on the Resident Intake Form.
3. The resident initiates a grievance by completing and submitting the Resident Grievance Form (116A) within twenty-four (24) hours of the alleged incident or knowledge thereof.
4. Staff receiving a grievance from a resident document the date and time it was received on the Resident Grievance and immediately forwards it to the appropriate Supervisor pursuant to instructions in the Resident Handbook.

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PROCEDURE: (continued)

5. The Supervisor responds to the grievance, in writing, within ten (10) working days either with a finding or with reasons requiring delay; need for further investigation, unavoidable administrative conflict, etc.
6. If the resident disagrees with the decision of the Supervisor, the grievance may be submitted to the Residential Manager within five (5) working days of the receipt of the response.
7. The Residential Manager responds to the written grievance in writing, within ten (10) working days either with a finding or with reasons requiring delay; need for further investigation, unavoidable administrative conflict, etc.
8. Sanctions/conditions imposed by Department staff are maintained during the grievance process.
9. If the resident 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 resident may proceed immediately to the next step.
10. Concurrently, or after exhausting the Department grievance procedure, the resident 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