

Informal Inmate Complaint Form

Name: _____

Housing Location: _____

DOC #: _____

Date: _____

The subject of my complaint is: (check one)

____ 1. Classification

____ 8. Disciplinary Matters (excluding
adjustment hearing decisions)

____ 2. Institutional Programs

____ 9. Complaints against Staff or Others

____ 3. Mail and Packages

____ 4. Visiting Procedures and
Telephone Calls

____ 10. Institutional Operations

____ 5. Commitment

____ 11. Dietary

____ 6. Property and/or Clothing

____ 12. Other (explain): _____

____ 7. Payroll

A. Complaint (Inmate)

Briefly describe your complaint, including the date of the incident, the persons involved, and the remedy you are seeking.

B. Response (Staff)Complete and return to Department Head/Shift Commander _____
by _____ (Name)

Submitted by: _____ Date: _____

Signature

Approved by: _____ Date: _____
Department Head/Shift Commander

Instructions for Processing Informal Complaints, DOC Form 185-002bR

- A. All staff shall attempt to resolve institutionally-related inmate complaints on an informal basis. All department heads and shift commanders shall ensure staff cooperation and compliance with this directive.
- B. Upon receipt of an Informal Inmate Complaint Form the department head or shift commander shall:
 - 1. Initial the complaint and indicate the date received; and
 - 2. Assign an appropriate staff person, as determined by the nature of the complaint, to review the complaint and draft a response to the inmate.
- C. Upon receipt of the Informal Inmate Complaint Form from the department head or shift commander, the assigned staff person shall:
 - 1. Review Section A. to establish the basis of the inmate's complaint;
 - 2. Review the appropriate regulations, directives, policies, and/or procedures to determine the following with regard to the incident or complaint:
 - a. Staff compliance with existing policy and procedure;
 - b. The merit of the inmate's complaint; and
 - c. An appropriate remedy, if applicable.
 - 3. On the basis of this review, the staff person shall:
 - a. Draft a response to the complaint in Section B. of the Informal Inmate Complaint Form and return the response to the department head or shift commander within five calendar days; or
 - b. Consult with the department head or shift commander for approval of any corrective action or relief deemed appropriate. Draft a response, as directed, and return the response to the department head or shift commander within five calendar days.
- D. Upon receipt of the response, the department head or shift commander shall:
 - 1. Review, sign, and date the response;
 - 2. Ensure that the response is sent to the inmate; and
 - 3. Ensure that staff take the actions necessary to grant the approved relief to the inmate.