

# OFFENDER GRIEVANCE PROCESS

The following process outlines the steps to be taken by a person on supervision who has a complaint concerning actions occurring during the supervision period. (Violation activity is not grievable, as all parties are heard in the process of that procedure.) All grievances (complaints) must be filed within ten (10) days from the date of incident.

## **Steps for filing a grievance (complaint) are as follows:**

1. You should first attempt to resolve the problem with your probation officer.
2. If the issue is not resolved with the officer, you may discuss the complaint with your officer's supervisor. If you are not satisfied with the outcome of the verbal discussion, you may submit a written complaint to the probation officer's immediate supervisor. The supervisor will respond in writing within twenty (20) days of the receipt of the complaint, with a copy provided to the Circuit Administrator.
3. In the event the issue is not resolved with the supervisor, you may forward a written complaint to the Circuit Administrator for review. The Circuit Administrator will respond to you within twenty (20) days of receipt of the complaint.
4. In the event the issue is not resolved with the Circuit Administrator, you may forward a written complaint to the Regional Director for review. The Regional Director will provide a written response to you within twenty (20) days.
5. In the event the issue is not resolved with the Regional Director, you may forward a written complaint to the Assistant Secretary of Community Corrections for review. The Assistant Secretary of Community Corrections will provide a written response to you within thirty (30) days of the receipt of the complaint.

All grievances concerning compliance with the Health Insurance Portability and Accountability Act (HIPAA) or the Americans with Disabilities Act (ADA) must be identified as such on the grievance and submitted directly to the Assistant Secretary of Community Corrections, who will respond to the grievance within thirty (30) days of receipt of the grievance.