

8. Grievance Plan Checklist

[Rule 283.3](#)

Every facility shall have and implement a written plan, approved by the Commission, for inmate grievance procedures. **This plan shall be an administrative means for the resolution of grievances. It supplements, but does not replace any informal grievance procedure.** Each plan shall:

- (1) provide for the **selection of member(s)** to constitute a **grievance board**. In facilities of 50 capacity or less, this may be one person. An inmate may also be a member;
- (2) provide details on what constitutes **grounds for initiation of a grievance**:
 - (A) violation of civil rights;
 - (B) criminal act;
 - (C) unjust denial or restriction of inmate privileges;
 - (D) prohibited act by facility staff;
- (3) provide **maximum time limits not to exceed 60 days** with **interim response not to exceed 15 days** for written replies by the grievance board;
- (4) provide for the expeditious handling of **emergency grievances** where delay could subject the inmate to personal injury or other damages;
- (5) provide safeguards to **prevent reprisals** against the inmate in the resolution of a grievance
- (6) provide for **meaningful relief** of a substantiated grievance (i.e., reinstatement of good time, additional visitation privileges);
- (7) provide a documented **appeals** process if requested by the inmate by a person or persons not a member of the grievance board;
- (8) **provide for the release of information to inmates and employees** only when specifically approved by the sheriff/operator or designee.

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Notes:

- **Disclaimer:** The **bolded**, underlined, and/or **red** sections identify areas that most commonly require revision. However, **all provisions of the standard remain mandatory**, regardless of formatting or emphasis.
- Anything in **blue** is a **hyperlink** that can be clicked on to view pertinent info.
- It is helpful to preserve as much of the language in the standards as possible.
- #1 - **Grievance Board** - For facilities of 50 beds or less, the board can be one person. For 51 or more, it must be at least 2 people. These two or more people need to be someone other than the grievance officer who answered the initial grievance.
- #3 - The **initial response** must be within **15 days**. The **maximum** time limit overall is **60 days**. **Both** numbers must be included in the plan.
- #4 - can be a simple sentence
 - The point is that the procedures for the 15-and 60-day time frames won't apply because it is an emergency. Another emergency-based procedure needs to be in place to ensure someone is notified who can handle the situation in a timely manner/immediately if necessary.
 - 'If the inmate's grievance is an emergency where delay in answering the grievance could subject the inmate to personal injury or other damages, the inmate should bring it to the attention of the jail officer. The jail officer will hand deliver the grievance to the Shift Supervisor for appropriate immediate action if necessary.'
- A flowchart for the grievance process & appeals is on the next page.

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