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			OPI: EPCM	
			REVIEW DATE: April 25, 2025	
			Approving Authority: Thomas Faust Director	
SUBJECT:	INMATE GRIEVANCE PROCEDURE (IGP)			
NUMBER:	4030.1N			
Attachments:	Attachment(s): Attachment A – Inmate Informal Resolution Complaint (INF) Form Attachment B – Inmate Grievance Process and Timeframes Attachment C – Denial of Inmate IGP Attachment D – Inmate Formal Grievance (FG) Form Attachment E – Crystal Report IGP Receipt Attachment F – Deputy Director Appeal			

SUMMARY OF CHANGES:

Section	Change
Entire Policy	Reformatted on new Policy Template.
OPI	Changed from Operations to Education, Programs and Case Management
Entire Policy	Removal of Level 1 Appeal -Administrative Remedy
§ 26	Added subsection 26f.
Attachment A	Removed Level 1 Appeal and added Deputy Director Appeal.
Attachment F	Removed Level 1 Appeal and added Deputy Director Appeal.
Entire Policy	JACCS was replaced with Jail Management System (JMS) PaperClip was replaced with Jail Document System (JDS)

APPROVED:

Signature on File



Thomas Faust, Director

4/25/2024

Date Signed

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1. PURPOSE AND SCOPE. To provide administrative procedures through which inmates of the District of Columbia Department of Corrections (DOC) may seek resolution of complaints. The DOC encourages an inmate to express his/her concerns to staff through respectful, constructive, written, or oral communication so that problems are resolved as soon as possible.

2. POLICY

- a. It is DOC policy to provide administrative means for expression and resolution of inmate issues and complaints through informal resolution. Many matters can and should be resolved directly and promptly between the inmate and authorized institutional staff and resolution shall be the primary goal.
- b. The Inmate Grievance System is intended to deal with a wide range of issues, procedures, or events that may be of concern to an inmate. It is not meant to address incidents of an urgent or emergency nature including allegations of sexual abuse.
- c. When faced with an incident of an urgent or emergency nature, the inmate shall contact the nearest staff member for immediate assistance.
- d. An inmate is encouraged to attempt resolution of a concern informally by use of the Informal Resolution Complaint Form (Attachment A), completing an Inmate Request to staff or direct conversation with the Case Manager, or Officer-in-Charge, or a representative from the impacted division prior to submitting a Formal Inmate Grievance. This is not required in cases of allegations of physical or sexual abuse.
- e. If informal resolution does not provide a successful solution for the complaint or in the event of an emergency grievance, inmates may use the formal grievance process.
- f. The grievance process has one level for appeal.

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- g. All complaints and grievances shall be considered and resolved in a fair and impartial manner.
 - h. Grievances are considered legal correspondence. Staff shall not open or inspect a sealed envelope that is labeled “Grievance” and addressed to the Grievance Coordinator, Warden or designee or any Deputy Directors of the DC DOC.
 - i. DOC employees, contractors, interns and volunteers shall not retaliate or allow one inmate to retaliate against another inmate for the good faith use of, or participation in, the inmate grievance process.
- 3. APPLICABILITY.** This directive applies to DOC Central Detention Facility (CDF) and the Correctional Treatment Facility (CTF) that houses or provides services to inmates under the care and custody of the DOC.
- 4. NOTICE OF NON-DISCRIMINATION.** In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code § 2-1401.01 et seq., (hereinafter, "the Act") the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, or place of residence or business. Sexual harassment is a form of sexual discrimination that is also prohibited by the Act. In addition, harassment based on any of the above-protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.
- 5. PROGRAM OBJECTIVES.** The expected results of this program are:
- a. The inmate grievance procedures shall be available to inmates regardless of any disciplinary, classification, or other administrative or legal conditions affecting them.

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- b. Open lines of communication will identify, prevent and resolve matters thereby reducing the need for inmate complaints and grievances.
- c. Inmate grievances will be resolved through formal procedures when informal means have failed.
- d. Written responses based upon investigation and resolution when appropriate, including the reasons for the decision, shall be given to all inmate complaints and grievances within the prescribed time limits.
- e. Inmates will use this procedure and pursue claims in court only if dissatisfied with resolutions obtained from the IGP.

6. DIRECTIVES AFFECTED

a. Directives Rescinded

- 1) PP 4030.1M Inmate Grievance Procedures (IGP) (5/20/2022)

b. Directives Referenced

- 1) PM 1300.1 Freedom of Information Act (FOIA)
- 2) PS 2000.2 Retention and Disposal of Department Records
- 3) PP 3350.2 Elimination of Sexual Abuse, Assault and Misconduct
- 4) PP 3800.4 DOC Language Access Program
- 5) PP 4020.1 Inmate Orientation Program
- 6) PP 4070.1 Inmate Telephone Access Program
- 7) PM 5300.1 Inmate Disciplinary and Administrative Housing Hearing Procedures

7. AUTHORITY

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- a. DC Code § 24-211.02 Powers; Promulgation of Rules.
- b. Prison Litigation Reform Act (PLRA), 42 U.S.C. § 1997e.
- c. D.C. Code § 2-531, et seq., D.C. Freedom of Information Act.

8. STANDARDS REFERENCED. American Correctional Association (ACA) 5th Edition Standards for Adult Local Detention Facilities 5-ALDF-2A-04, 5-ALDF-2A-25, 5-ALDF-6B-01, 5-ALDF-4C-01, 5-ALDF-4D-28 and 5-ALDF-6A-07.

9. RESPONSIBILITIES

- a. The Deputy Director for Education, Programs, and Case Management (DDEPCM) or designee shall ensure that an inmate grievance procedure is established, communicated and provides responses to inmates in accordance with the procedures set forth in this directive.
- b. The respective Deputy Director(s) that receives an Inmate Informal Resolution Complaint (INF), Inmate Formal Grievance (FG), and Appeal shall ensure that an investigation is conducted and an adequate response supported by DOC policy, procedure, rules and regulations, or law is prepared for each level of response in accordance with the procedures set forth in this directive.
- c. Each facility and housing unit shall maintain a supply of Inmate Grievance Procedure (IGP) forms in English and Spanish and have an IGP box for submission of IGPs. The forms used in the IGP process are the Informal Resolution Complaint (INF), Inmate Formal Grievance (FG), and Deputy Director Appeal.
- d. The Inmate Grievance Coordinator (IGP-C) shall ensure IGP forms are available on each housing unit. The Housing Unit Officers shall ensure the IGP forms are accessible to inmates at all times.

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- e. Visiting housing units and inmate activity area(s) at least weekly to encourage information contact with staff and inmates and to informally observe living and working conditions.
- f. Ensuring that an investigation is conducted and adequate response is prepared for each appeal to a grievance in accordance with DOC policy and procedures.
- g. Recommends changes to improve both the integrity and services to the inmate grievance process, as appropriate.
- h. The CDF and CTF IGP-Cs shall be responsible for coordinating the daily activities and operations associated with the IGP policy to include retrieving IGPs from the IGP box, distribution of IGPs to the appropriate area, tracking, database entry, establishment of response due dates and ensuring responses address inmate issue or concern.
- i. The inmate should attempt to resolve any issue by communicating with a staff person before initiating an Informal Resolution Complaint form.

10. GRIEVABLE ISSUES- Inmates may express their grievable concerns to staff through respectful, constructive, written, or oral communication so that concerns are resolved as soon as possible.

- a. Grievance Issues. Inmates may request informal resolution and/or grieve the following matters through the grievance process:
 - 1) Matters relating to the conditions of safety, care and supervision, such as:
 - a) Safety,
 - b) Sanitation,
 - c) Facility Management,
 - d) Improper staff action,
 - e) Inappropriate use of force by staff,

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- f) Transportation,
 - g) Discrimination,
 - h) Protection from harm, and/or
 - i) Sexual harassment and sexual safety.
- 2) Matters relating to inmate programs, activities and services, such as:
 - a) Access to Courts (e.g. law library, legal mail, notary, attorney calls),
 - b) Access to and quality of health care,
 - c) Access to personal hygiene,
 - d) Commissary,
 - e) Case Management Services,
 - f) Food Service,
 - g) Inmate Finance,
 - h) Mail,
 - i) Programs and Activities,
 - j) Religious services and practices, and/or
 - k) Communications (e.g. mail, visitation, telephone, legal)
 - 3) Matters relating to inmate property;
 - 4) Matters relating to individual staff treatment and inmate actions;
 - 5) Matters relating to sentence computations, good time and jail credits, detainers, and late release;
 - 6) Matters related to the denial of access to the informal resolution or IGP processes;
 - 7) Reprisals against inmates for utilizing the IGP process;
 - 8) Matters pertaining to inmate treatment and legal rights established by federal and local law and regulations; and

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- 9) Matters related to the application of DOC rules, policies and/or procedures except those listed in Section b, ¶1 below (those matters have established appeal procedures).
 - 10) All Prison Rape Elimination Act (PREA) complaints regarding sexual abuse and sexual violence shall be made immediately to any DOC staff person.
- b. *Non-Grievable Issues.* In accordance with this directive the following issues cannot be grieved under this process.
- 1) Institutional or Court Ordered Work Release decisions,
 - 2) Classification decisions,
 - 3) Requests under the Freedom of Information Act (FOIA) and The Health Insurance Portability and Accountability Act of 1996 HIPAA;
 - 4) Inmate class action grievances or petitions;
 - 5) Final decisions on grievances after appeals are exhausted;
 - 6) Inmate accident claims or tort claims;
 - 7) Complaints filed on behalf of other inmates;
 - 8) Federal and local court decisions, laws and regulations;
 - 9) Multiple Grievances on one form.
 - 10) Housing;
 - 11) Policies, procedures, decisions or matters to include but not be limited to transfers, sentence computations, warrants, detainers, writs, holds and parole/probation/release treatment decisions issued by the U.S. Parole

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Commission, the Federal Bureau of Prisons, Immigration and Customs Enforcement (ICE) or other Agencies, States and Jurisdictions; and

- 12) Disciplinary Board and Housing Hearing rulings cannot be grieved under this policy, but can be appealed to the Warden or designee in accordance with PM 5300.1, Inmate Disciplinary and Administrative Housing Hearing Procedures.

11. INMATE NOTIFICATION/LANGUAGE ACCESS

- a. The DDEPCM or designee shall ensure that this directive and any other written directives pertaining to the IGP are readily available to all inmates in English and Spanish.
- b. The inmate grievance procedure is outlined in The Inmate Handbook, and further notification of the procedures shall also be given to each inmate during intake orientation.
- c. This directive shall be readily available in the law library, case manager offices, and posted in inmate housing units.
- d. The DDEPCM or designee shall ensure that non-English speaking inmates, or inmates who cannot read, or are otherwise disabled (physically or mentally), receive assistance in order to understand and access the inmate grievance procedures when requested.

12. STAFF NOTIFICATION/TRAINING

- a. The Deputy Director(s) shall ensure that this directive and any other written directives pertaining to the IGP are made available to all staff assigned to DOC.

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- b. Center for Professional Development and Learning (CPDL) shall include a discussion of this directive as part of its Pre-Service, Basic Correctional Training (BCT) and In-Service training curriculum for employees.
- c. Staff members shall have an opportunity to ask questions regarding the IGP and will be given an opportunity to have these questions answered orally.
- d. The Training Administrator shall maintain the signed acknowledgements indicating that staff members have reviewed a copy of the IGP policy.

13. SUPERVISION AND MANAGEMENT

- a. The Warden or designee, Deputy Warden, Program Managers or their designee shall visit housing units and inmate activity areas at least weekly to encourage informal contact with staff and inmates and to informally observe living and working conditions.
- b. DOC Chief Case Manager or Supervisory Correctional Treatment Specialist (SCTS), Case Managers, Correctional Supervisors and Housing Unit Officers shall make every attempt to keep the channels of communication open between staff and inmates and shall informally resolve issues expeditiously whenever possible.
- c. When the IGP Coordinators or IGP Program Manager determine that the results of an inmate grievance reveal deficiencies at DOC, appropriate action shall be taken. This action may include recommendations for procedural changes, refresher training, counseling, and corrective actions as appropriate.

14. INVESTIGATING GRIEVANCES. Managers, Supervisors, Chiefs, Special Assistants, Deputy Directors or designees shall investigate and respond to INF, FG, and Appeal forms within the established timeframe (Attachment B – Inmate Grievance Process and Timeframes) per the response due date specified by the

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IGP-C. Persons implicated or involved in a grievance are prohibited from investigating that grievance.

- 15. CONFIDENTIALITY.** Records concerning an individual’s participation in the IGP are considered confidential. These records shall be made available in accordance with the established procedures for confidential records and information, as contained in the D.C. Freedom of Information Act and agency PP 1300.1, *Freedom of Information Act (FOIA)*.
- 16. INMATE GRIEVANCE ADVISORY COMMITTEE (IGAC).** The CDF and CTF shall establish and maintain an IGAC, composed of three (3) to five (5) inmates. The committee shall consist of the IGP-C, at least one representative from each division, and one uniformed supervisor. The IGAC shall meet monthly and has the following responsibilities:
- a. Discuss general inmate concerns and grievance matters as defined in this directive;
 - b. Provide recommendations and comments to the DDEPCM and Level 1 Appeal regarding the operation, effectiveness, and credibility of the IGP process;
 - c. Provide recommendations to the Deputy Director(s) for improved activities and conditions;
 - d. Review the IGP Policy and Procedure during annual reviews; and
 - e. Prepare minutes of IGAC meetings and submit to the DDEPCM, Warden or designee, Deputy Warden, all Division Managers and designees for review and other appropriate action.
 - f. Program Managers or designee will review meeting minutes and respond questions and concerns pertaining to their areas of responsibility Program

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Managers shall submit responses to the IGP Program Manager within 7 days of receipt.

17. DOC PROCEDURE FOR PROCESSING A GRIEVANCE

- a. IGP Coordinator shall:
- 1) Collect inmate grievances from each housing unit IGP box, Monday through Friday (excluding Saturday, Sunday and holidays).
 - 2) Date stamp each grievance as received.
 - 3) Inform the inmate in writing of the following:
 - a) Resolution of INF, FG, and Appeal;
 - b) When a non-emergency grievance is non-grievable;
 - c) When the matter cannot be grieved under the IGP; and/or
 - d) If a grievance is not accepted as an emergency grievance and the inmate may resubmit as an INF.
 - 4) Generate an inmate receipt using the Crystal reports Informal Resolution Request Receipt or IGP Grievance Receipt.
 - 5) Forward the inmate receipt and responses via DOC In-house Legal Mail.
 - 6) Input required data into Jail Management System (JMS), IGP Tracker, and Jail Document System (JDS), which includes, but is not limited to;
 - a) Grievance Entry Information - The IGP Coordinator shall enter the JMS Grievance Type Code to indicate the subject of each complaint in order to permit efficient reporting, tracking and monitoring of informal resolution and grievances.

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- b) If an extension is granted and the date that a response is due changes, enter the new date.
- 7) Review FG responses for appropriateness.
 - 8) Track the grievance referred for investigation.
 - 9) Scan all INF, FG, and Appeal forms with response into JDS.
 - 10) Forward the INF to the appropriate Division Manager for investigation and resolution.
 - 11) Monitor response due dates for grievances filed using the Crystal Reports *IGP Grievance Due Next 15 Days* and *IGP Overdue Grievances* features.
 - 12) Notify the affected inmate in writing of the need for the extension and of the specific length of the extension.
 - 13) Apprise the appropriate Deputy Director and/or Program Manager when response due dates are not met.
 - 14) Ensure the inmate keeps/receives their copy of the INF, FG, and/or APPEAL forms submitted.
 - 15) Close the IGP if the inmate is transferred or released from DOC, and the IGP is forwarded to the appropriate Manager for response.
 - 16) Ensure that the response to the IGP form submitted is included in the inmate's official institutional record in JDS.

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- 17) Review all FG responses and document whether the assigned manager or designee response is responsive to the issue or concern and cites DOC Policy, Procedures, Rules and Regulations or relevant law.
- 18) Bring matters of concern or potential problems to the DDEPCM, IGP Program Manager, Warden or designee and/or other appropriate manager's attention.
 - b. The Designated Division Manager(s) or designee shall:
 - 1) Impartially investigate each INF or FG and make every effort to reach a reasonable resolution;
 - 2) Provide a detailed response to each INF or FG received.
 - 3) Provide a response to the INF or FG to the IGP Coordinator within the established timeframe as noted on the INF or FG form;
 - 4) When possible, type all responses and include Inmates name, DCDC#, and IGP number. Sign the INF or FG form and attach the typed response;
 - 5) In consultation with the IGP Coordinator, determine that a sufficient response to a grievance cannot be rendered within the prescribed time limitation and when an extension for a response is needed, the following shall occur:
 - a) The affected inmate shall be notified in writing of the need for the extension and of the specific length of the extension.
 - b) Otherwise, when a grievance does not receive a response within the prescribed response time, as established in this policy, the inmate may proceed to the next step in the grievance procedure.

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- 6) Divisions that have direct contact with inmates will talk to inmates when they see trends in INF or FGs.
- 7) The respective Deputy Director(s) may assign staff to perform the above stated duties at the respective appeal levels.

18. TIME REQUIREMENT FOR INITIAL INMATE COMPLAINT

- a. The inmate is to submit all IGP within five (5) calendar days from the date of the incident causing the issue, unless the inmate can provide a reasonable explanation for a delay. Normally, the inmate should discuss the issue with a staff person with all available information to assist in the resolution of a complaint.
- b. Failure of the inmate to properly attempt to resolve the complaint may result in the IGP form being rejected.

19. INFORMAL RESOLUTION COMPLAINT (INF) PROCESS

- a. With the exception of emergency grievances, inmates are required to utilize the informal resolution process concerning disputes, or complaints using the INF form (Attachment A).
- b. Inmate Informal Resolution/Grievance Forms.
 - 1) Inmates shall be able to request informal resolution within five (5) calendar days after qualifying triggering incident.
 - 2) Inmates may request the INF form (Attachment A) from any staff member who is assigned to his or her housing unit and the staff member shall give the inmate the form during his or her shift or tour of duty.
 - 3) The IGP Coordinator and Program Manager/Designee will review the INF to determine if it is grievable. If the INF is not grievable, the IGP

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Coordinator will complete the Denial of Inmate IGP form (Attachment C), log it in JMS and JDS and return it to the inmate via DOC In-house Legal Mail.

- 4) Where the INF is determined to be grievable, the IGP Coordinator will log the INF into the JMS system to review, record, and disseminate to the appropriate Department Manager/Designee with a response due date.
- 5) The Department Manager or designee shall investigate to determine if a remedy is appropriate and possible. All informal resolutions relating to Contractor services shall also be forwarded to the Contract Monitors.
- 6) The Department Manager or designee shall develop a response supported by DOC Policy, Procedures, Rules and Regulations and relevant law to be provided to the inmate in an attempt to resolve the issue informally.
- 7) The Department Manager or designee shall respond to the inmate complaint by the IGP- C response due date noted on the INF, and submit the signed official response on the INF form received to the IGP Coordinator who will forward the response to the inmate via the DOC In-house Legal Mail.
- 8) The inmate shall receive a response to the INF within 15 business days of receipt by the IGP Coordinator via DOC In-house Legal Mail.
- 9) The IGP Coordinator will update JMS with the response and scan the INF form with response into the inmate record in JDS.

20. CRITERIA FOR FILING A FORMAL GRIEVANCE (FG)

- a. An inmate may file an FG when:
 - 1) The inmate is not satisfied with the response of the INF, in which case the inmate shall file the FG within five (5) calendar days of receipt of the INF response, or

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- 2) The inmate has not received a response within 15 business days of filing the INF.
 - b. Each grievance must pertain to one specific incident, charge or complaint.
 - c. Inmates shall not submit redundant or duplicate copies of the same grievance.

21. FORMAL GRIEVANCE (FG) PROCESS

- a. If the triggering incident that is the subject of the INF was not resolved to the satisfaction of the inmate, the inmate may submit the FG form (Attachment D) and the INF form that contains the response in the IGP.
- b. Inmates in restrictive housing units shall place the grievance form in the locked box marked “IGP” during their individual recreation time or may also submit the FG to their assigned case manager or a supervisor. The case manager or supervisor shall then place the FG in the locked box marked “IGP”.
- c. The Grievance Coordinator shall log all FGs into the JMS system.
- d. The IGP Coordinator shall generate an inmate receipt using the Crystal Reports IGP Receipt (Attachment E).
- e. The IGP Coordinator shall forward the inmate receipt to the inmate via DOC In- house Legal Mail.
- f. The IGP Coordinator shall email the FG to the appropriate Department Manager of each division with the response due date to be determined by the IGP Coordinator. The Contract monitor shall be copied on all response requests related to contracted services.

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- g. The Department Manager of each Division is responsible for responding to the FG and shall ensure that the IGP Coordinator receives the FG response supported by DOC Policy, Procedures, Rules and Regulations and relevant law and any corresponding documentation to ensure that the FG is appropriately responded.
- h. The inmate shall receive a response to the FG, via DOC In-house Legal Mail, within 15 business days of receipt by the IGP Coordinator.
- i. The IGP Coordinator shall update JMS with the response and scan the FG form with response into the inmate record in JDS.
- j. Unless an extension is granted due to extenuating circumstances, the inmate shall receive a response within 15 business days of submission.

22. PROCEDURES FOR FILING AN EMERGENCY GRIEVANCE

- a. Emergency grievances shall be defined as matters in which an inmate would be subjected to substantial risk of personal injury or serious and irreparable harm if the inmate filed the grievance in the routine manner with the normally allowed response time.
- b. The inmate must prominently label and identify the grievance as an “Emergency Grievance” at the top of the INF Form (Attachment A) and state the nature of the emergency.
- c. The inmate shall address his or her emergency grievance to the lowest administrative level at which an appropriate remedy can be achieved (i.e., Shift Supervisor).
- d. If it is necessary for an inmate to file an emergency grievance on the weekend or a holiday, the emergency grievance shall be given to the Shift Supervisor. The Shift Supervisor will ensure that the Duty Administrative

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Officer is notified upon receipt of the emergency grievance and provide a copy of the emergency grievance and response to the IGP-C.

- e. If an inmate’s grievance is of a sensitive nature and he/she has reason to believe that he/she would be adversely affected if it was to become known at the institutional level, he/she may file the grievance directly with the Deputy Director. All such emergency grievances may be given to a Supervisor, placed in the IGP box in the housing unit or forwarded via regular institutional mail.
- f. The IGP Coordinator shall immediately review and determine if the complaint is of an emergency nature as defined in this directive.
- g. The IGP Coordinator shall inform the inmate if their grievance is an emergency grievance.
- h. The following special provisions shall apply to emergency grievances:
 - 1) An emergency grievance shall be responded to within seventy-two (72) hours of its receipt.
 - 2) Within forty-eight (48) hours of receiving a response to the emergency grievance, an inmate may appeal to the next level of the IGP appeal process, unless the emergency went directly to the director.

23. EMERGENCY GRIEVANCE FOR PREA ALLEGATIONS

- a. Inmates may, but are not required to, file a complaint of sexual assault, sexual abuse, or sexual misconduct directly with the Deputy Director as an emergency grievance.
- b. The Deputy Director or designee shall immediately forward the complaint to the PREA Coordinator, who will initiate the investigation with the Office of Investigative Services (OIS).

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- c. OIS shall issue a final agency decision on the merits of the grievance within ninety (90) calendar days of the initial filing of the grievance. OIS may request an extension of time to respond, of up to seventy (70) calendar days if ninety (90) calendar days is insufficient to make an appropriate decision.
- d. OIS shall notify the inmate in writing of any such extension and provide a date by which a decision will be made.
- e. After receiving an emergency grievance alleging that an inmate is subject to a substantial risk of imminent sexual abuse, DOC shall provide an initial response within forty-eight (48) hours and shall issue a final decision within five (5) calendar days.
- f. The initial response and final agency decision shall document DOC's determination whether the inmate is at substantial risk of imminent sexual abuse and the action taken in response to the emergency grievance.

24. INMATE GRIEVANCE APPEAL- The respective Warden or designee and Deputy Director(s) that receives an Inmate Appeal shall ensure that an investigation is conducted and an adequate response supported by DOC policy, procedure, rules and regulations, or law is prepared for each level of response in accordance with the procedures set forth in this directive.

a. DEPUTY DIRECTOR APPEAL

- 1) Within five (5) calendar days of receiving the FG response from the IGP Coordinator, the inmate may elect to appeal the decision by submitting a Deputy Director Appeal form (Attachment F) with the IRC and FG responses via the IGP box.
- 2) The IGP Coordinator will record the Deputy Director Appeal in JMS and forward to the affected department's designated Administrator.

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- 3) The designated Deputy Director shall review the Deputy Director Appeal Form and issue a response supported by DOC Policy, Procedures, Rules and Regulations, and relevant law by the IGP Coordinator's due date.
- 4) The Deputy Director of the affected department shall ensure appropriate remedies for valid grievances are provided.
- 5) The IGP Coordinator will forward the Deputy Director Appeal response to the inmate via In-house Legal Mail within (20) twenty business days within the day of receipt of the appeal.
- 6) The IGP Coordinator shall scan the Deputy Director Appeal form with response into the inmate record in JDS.
- 7) The Deputy Director shall be the final level of appeal for each inmate that files a grievance consistent with the DOC IGP Policy.

25. IGP RESPONSE EXTENSION

- a. The IGP Coordinator, by request of the responder to the IGP, may request an extension of fifteen (15) business days when the response may not be provided by the its due date due as a result of extenuating circumstances. Examples include but are not limited to: when a staff member is not available due to leave or otherwise is unavailable; when there is an unexpected emergency or the matter pending a broader investigation; or mail is delayed.
- b. When a sufficient response to a grievance cannot be rendered within the prescribed time limitation, the following shall occur:
 - 1) The affected inmate must be notified in writing of the need for the extension and of the specific length of the extension.

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- 2) Otherwise, when a grievance does not receive a response within the prescribed response time, as established in this policy, the inmate may proceed to the next step in the grievance procedure.

26. IGP FORM SUBSTITUTION- If the IGP form cannot be obtained, an inmate may submit his or her grievance on standard letter-sized paper. The grievance must contain the following information:

- a. Name and DCDC number of the inmate filing the grievance;
- b. Name of the housing unit/number and cell number where the inmate is housed;
- c. Nature of the complaint or grievance, date and time of occurrence, and the remedy sought;
- d. Inmate's signature;
- e. Date submitted; and
- f. IGP# of the preceding Informal Resolution Complaint and the Formal Grievance.

27. INMATE ASSISTANCE IN SUBMITTING A GRIEVANCE - When an inmate requires assistance preparing a grievance or an appeal, DOC shall make available any ADA devices needed such as auditory or visual, or language line access.

28. INMATE ABUSE OF THE GRIEVANCE PROCESS - All grievances must be presented in good faith and for good cause. Inmates shall not deliberately misuse the grievance process. If it is documented by the DDEPCM or designee that an inmate is deliberately abusing the grievance process through excessive filing of grievances¹, filing frivolous or fraudulent grievances, filing grievances concerning non-grievable issues, intentionally filing emergency grievances that are non-emergencies, and/or repeatedly refusing to follow these grievance procedures, the DDEPCM or designee will notify the inmate, in writing, that such actions are creating an administrative burden at the expense of legitimate grievances and that their excessive, fraudulent, additional grievance(s) will not be accepted by the

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agency or not be considered until all pending grievances have been resolved. If an inmate's excessive grievance filing is determined to be a result of the inmate's inherent intent of deception, i.e., **lying**, a disciplinary report shall be written by the IGP Coordinator, in accordance with PM 5300.1, *Inmate Disciplinary and Administrative Housing Hearing Procedures*.

29. TRANSFERS/RELEASES - If a grievance is submitted for response and the inmate is transferred or released from DOC custody, the IGP-C shall close out the IGP. The appropriate Program Division Manager shall review the IGP to determine if a response is necessary and provide a response.

30. REPORTING

- a. The IGP Program Manager shall email the *Crystal Report IGP Complaint Log* that records all formal grievances entered in JMS. Not later than the 10th day of each month, a copy of this log, reflecting grievances filed during the previous month, shall be forwarded to the Deputy Directors, Warden or designee, Deputy Wardens and Managers or Supervisors that receive FG or Level 1 Appeal forms during the month.
- b. The IGP Coordinator shall enter a grievance type code in the JMS IGP screen for each INF entered. If a subject category does not exist, the IGP Coordinator will recommend the creation of a grievance type code to the IGP Program Manager.
- c. All records, logs, and reports that pertain to inmate IGPs shall be maintained in accordance with PS 2000.2, *Retention and Disposal of Department Records*.

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- d. The Director shall provide to the Council on a quarterly basis informal and formal grievances and a copy of the *Unresolved Grievance Logs*.¹

31. IGP EVALUATION

- a. The DOC Compliance and Review Officer shall review IGP reports and conduct quarterly audits, and, in conjunction with the DDEPCM or designee Warden or designee, Deputy Wardens and relevant Program Managers to determine plans of action where warranted to improve safety and program performance.
- b. At a minimum, the reviews described above, shall include assessments of the following operational factors:
- 1) Compliance with Response Time – An assessment to determine if inmate grievances are responded to within the prescribed time periods.
 - 2) Availability of Forms – A determination of the accessibility and availability of the forms used to submit grievances.
 - 3) Response to Grievances – An analysis to determine if appropriate responses and remedies are being provided in response to grievances.
 - 4) Credibility of the System – An assessment of inmate knowledge of, satisfaction with, and confidence in the IGP.
 - 5) Conclusions and Recommendations – An evaluation of the data generated through the IGP process (i.e., number of grievances, types of

¹The filing of more than five grievances in a week or 20 or more grievances in any 180 consecutive days may be considered excessive and may be determined to be abusing the grievance procedure. However, abuse shall not be determined solely on the number of grievances. The assessment shall also take into consideration the nature of the grievances and whether or not any other abuse factors identified in this program statement.

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grievances filed, number and types of grievances by institutions). This data shall be used to develop specific conclusions and recommendations regarding Department operations and the DOC IGP.

Attachments:

Attachment A – Inmate Informal Resolution Complaint (INF) Form

Attachment B – Inmate Grievance Process and Timeframes

Attachment C – Denial of Inmate IGP Form

Attachment D – Inmate Formal Grievance (FG) Form

Attachment E – Crystal Report IGP Receipt

Attachment F – Deputy Director Appeal Form



DISTRICT OF COLUMBIA
DEPARTMENT OF CORRECTIONS
**INMATE INFORMAL RESOLUTION
COMPLAINT FORM**

**TO BE COMPLETED BY INMATE
GRIEVANCE COORDINATOR
IGP NUMBER:**

STEP 1: INFORMAL RESOLUTION (To be completed by Inmate)

- Inmate has **five (5) days** after triggering incident to submit request.
- Place this form in the housing unit IGP box. The IGP Coordinator will provide a response within **15 business** days.

INMATE NAME	DCDC#	UNIT	DATE	SIGNATURE

SELECT DEPARTMENT/SERVICES NEEDED

<input type="checkbox"/> Fire Safety/Sanitation/Risk Management <input type="checkbox"/> Program and Activities <input type="checkbox"/> Personal Hygiene <input type="checkbox"/> Case Management Services <input type="checkbox"/> Health Care <input type="checkbox"/> Communications (mail, visits, telephone, legal) <input type="checkbox"/> Food Service	<input type="checkbox"/> Property <input type="checkbox"/> Sentence Computation, Jail Credit, Over Detention <input type="checkbox"/> Finance <input type="checkbox"/> Rules and Regulations <input type="checkbox"/> Staff Treatment <input type="checkbox"/> Religious Services	<input type="checkbox"/> Facilities Management <input type="checkbox"/> Discrimination <input type="checkbox"/> Transportation <input type="checkbox"/> Safety and Security <input type="checkbox"/> Other
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Date you sent an inmate request slip or asked for assistance: _____ **To whom?** _____

COMMENT/CONCERN _____

*****FOR DOC COMPLETION***Provide Response to the IGP Coordinator no later than** _____

DOC RESPONSE: _____

Resolved

Not Resolved- Inmate Advised of formal process

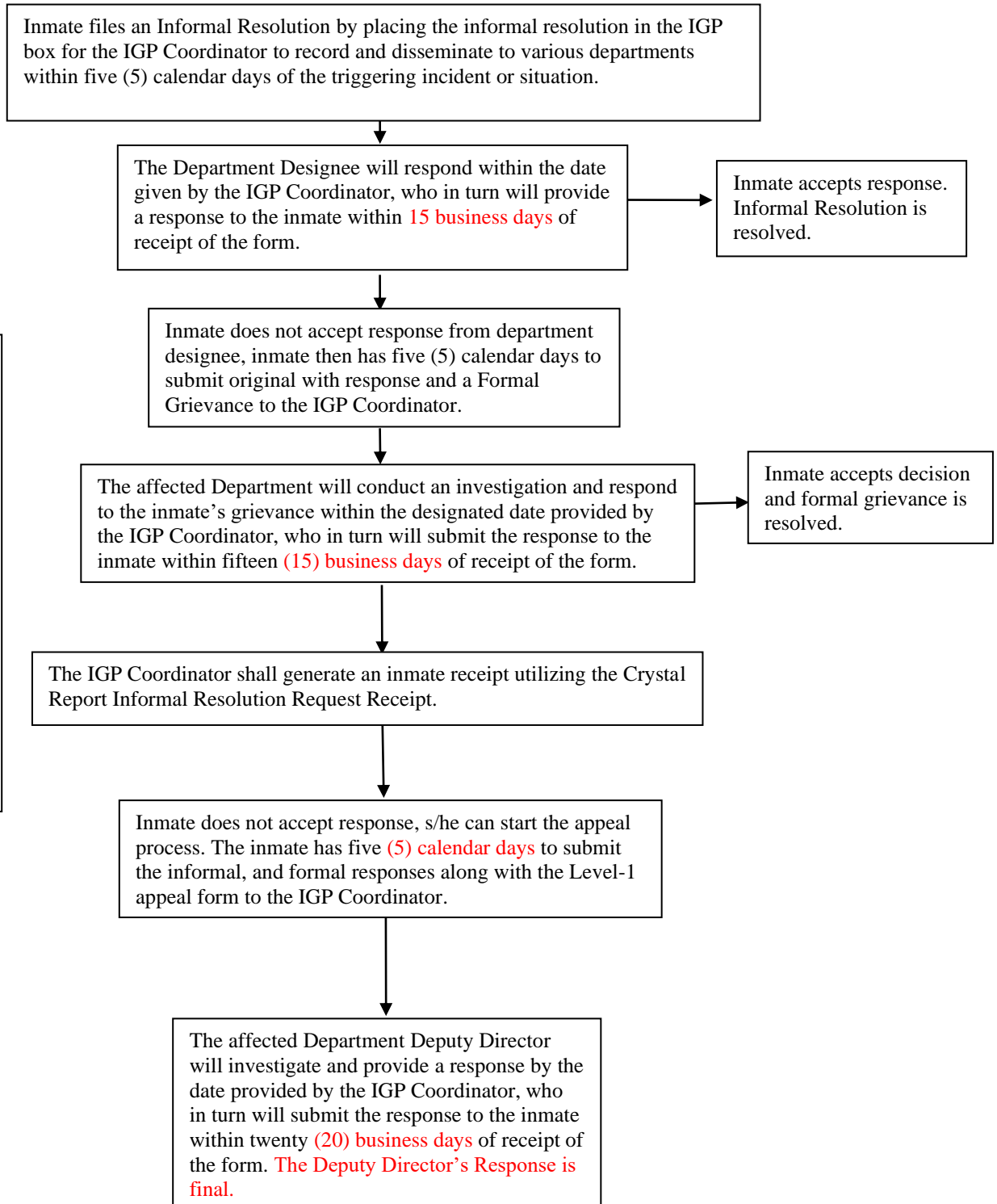
PRINT STAFF NAME _____ **SIGN** _____ **DATE** _____

PRINT INMATE NAME _____ **SIGN** _____ **DATE** _____

INMATE GRIEVANCE COORDINATOR SIGNATURE _____ **DATE** _____



INMATE GRIEVANCE PROCESS AND TIME FRAMES



NOTE: If an inmate requests a grievance or appeal form, the inmate is to be provided with the form within 1 business day of the request.

Note: Inmates have the option to write grievances on paper if grievance forms are not available. *



DISTRICT OF COLUMBIA
DEPARTMENT OF CORRECTIONS
DENIAL OF IGP FORM

TO BE COMPLETED BY THE INMATE
GRIEVANCE COORDINATOR
IGP NUMBER:

TO: INMATE NAME AND DCDC#	FACILITY:	DATE OF GRIEVANCE:
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HOUSING ASSIGNMENT:	
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DATE GRIEVANCE RECEIVED:	DATE GRIEVANCE RETURNED:
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THE ATTACHED IGP IS BEING RETURNED TO YOU BECAUSE YOU HAVE FAILED TO COMPLY WITH THE ADMINISTRATIVE PROCEDURES FOR POLICY PP 4030.1, "INMATE GRIEVANCE PROCEDURES." THIS GRIEVANCE IS BEING RETURNED FOR THE FOLLOWING REASON(S):

_____ This grievance concerns a Classification or Disciplinary Hearing action/**process**. These types of actions are to be appealed through their own appeal process and not through the grievance process.

_____ There is no indication that you were personally affected by a Department or facility action or policy/procedure.

_____ This grievance appears to be on behalf of another inmate(s), you cannot file a grievance on behalf of another inmate(s).

_____ This grievance is not signed and/or dated and/or does not include your commitment name and DOC number.

_____ This grievance contains multiple issues. Grievances are to address only one (1) issue unless there is a direct relationship between multiple issues. You may submit separate grievances for the separate issues.

_____ This grievance is not legible, understandable, presented in a courteous manner.

_____ This grievance concerns an issue that cannot be resolved by the Department of Corrections because the issue is beyond the authority of the Department. This issue may be addressed to: _____

_____ This grievance/appeal was not submitted within the **five (5) day** time frame. Unless you can show just reason(s) for this delay, this grievance/appeal will not be reviewed.

_____ The issue in this grievance is addressed in Grievance # _____

_____ This grievance is an abuse of the grievance process with an excessive filing of grievances, filing frivolous or fraudulent grievances, filing grievances concerning non-grievable issues, intentionally filing emergency grievances that are non-emergencies, and/or repeatedly refusing to follow the grievance procedures. The filing of more than five (5) grievances in a week or 20 or more grievances in any 180 consecutive days may be considered excessive and may be determined to be abusing the grievance procedure and will not be considered until all pending grievances have been resolved.

_____ Other: _____

PRINTED NAME OF IGP COORDINATOR:	SIGNATURE OF IGP COORDINATOR:	DATE OF RESPONSE:
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DISTRICT OF COLUMBIA
DEPARTMENT OF CORRECTIONS
**INMATE FORMAL GRIEVANCE
FORM**

TO BE COMPLETED BY INMATE
GRIEVANCE COORDINATOR
IGP NUMBER:

STEP 2: FORMAL RESOLUTION (To be completed by Inmate)

- Inmate has **five (5) days** after triggering incident to submit request.
- Place this form in the housing unit IGP box. The IGP Coordinator will provide a response within **15 business** days.

INMATE NAME	DCDC#	UNIT	DATE	SIGNATURE

SELECT DEPARTMENT/SERVICES NEEDED

<input type="checkbox"/> Fire Safety/Sanitation/Risk Management <input type="checkbox"/> Program and Activities <input type="checkbox"/> Personal Hygiene <input type="checkbox"/> Case Management Services <input type="checkbox"/> Health Care <input type="checkbox"/> Communications (mail, visits, telephone, legal) <input type="checkbox"/> Food Service	<input type="checkbox"/> Property <input type="checkbox"/> Sentence Computation, Jail Credit, Over Detention <input type="checkbox"/> Finance <input type="checkbox"/> Rules and Regulations <input type="checkbox"/> Staff Treatment <input type="checkbox"/> Religious Services	<input type="checkbox"/> Facilities Management <input type="checkbox"/> Discrimination <input type="checkbox"/> Transportation <input type="checkbox"/> Safety and Security <input type="checkbox"/> Other
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FOR INMATE: Has this issue been resolved? ___Yes or ___No If no, check the "NO" box and place this form in the housing unit IGP box with a copy of the INFORMAL RESOLUTION FORM WITH RESPONSE.

REASON NOT RESOLVED _____

*****FOR DOC COMPLETION***Provide Response to the IGP Coordinator no later than _____**

DOC RESPONSE: _____

Appeal Yes No

PRINT STAFF NAME _____ **SIGN** _____ **DATE** _____

PRINT INMATE NAME _____ **SIGN** _____ **DATE** _____

INMATE GRIEVANCE COORDINATOR SIGNATURE _____ **DATE** _____



CRYSTAL REPORT IGP Receipt

<hr/> <p>Grievant's Last Name, First Name, Middle Name</p>	<hr/> <p>DCDC#</p>	<hr/> <p>Booking#</p>	
<hr/> <p>Institution</p>	<hr/> <p>Housing Unit</p>		
<hr/> <p>IGP Date</p>	<hr/> <p>IGP Number</p>	<hr/> <p>IGP Code</p>	<hr/> <p>Subject of Complaint</p>

You should receive a response no later than _____ unless an extension has been requested.

Staff Recipient Name

Staff Recipient Signature

*The above-listed IGP FG has been received by the DC Department of Corrections
and will be processed in accordance with IGP policies and procedures.*



DISTRICT OF COLUMBIA
DEPARTMENT OF CORRECTIONS
DEPUTY DIRECTOR APPEAL

TO BE COMPLETED BY INMATE
GRIEVANCE COORDINATOR
IGP NUMBER:

STEP 3: DEPUTY DIRECTOR APPEAL

- Inmate has **five (5) days** from receipt of Formal Grievance response to submit request.
- Place this form in the housing unit IGP box. The affected Department Administrator will issue a response to the grievance within **twenty (20) business days** of receipt.
- **THIS IS THE FINAL LEVEL OF REVIEW IN THE DC DEPARTMENT OF CORRECTIONS.**

INMATE NAME:	DCDC#:	UNIT:	DATE:
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Reason for Appeal _____

Inmate Signature _____ Date _____

***** FOR DOC COMPLETION *** Provide response to the IGP Coordinator no later than _____**

ADMINISTRATOR'S RESPONSE: _____

ADMINISTRATOR'S SIGNATURE _____ DATE _____

INMATE GRIEVANCE COORDINATOR SIGNATURE _____ DATE _____

• THIS IS THE FINAL LEVEL OF REVIEW IN THE DC DEPARTMENT OF CORRECTIONS.