

IF YOUR GRIEVANCE IS MEDICAL CARE, see separate MEDICAL CARE GRIEVANCE PROCEDURE!

GRIEVANCE PROCEDURE

For ACTION AGAINST:

A) Prison Staff OR B) Facility Manager
(Depicts AKDOC Policy 808.03)

IF AGAINST FACILITY MANAGER:

Facility Manager: Superintendent / Warden ONLY

IF AGAINST PRISON STAFF MEMBER(S):

(***NOT** the Superintendent or Warden – see Facility Manager Grievance)
This is for any other Prison Staff!

IMPORTANT:
YOU MUST COMPLETE EACH STEP IN ORDER BEFORE YOU ARE ABLE TO FILE A LAWSUIT FOR MOST ISSUES. FAILURE TO DO SO WILL RESULT IN DISMISSAL OF YOUR LAWSUIT FOR FAILURE TO EXHAUST YOUR ADMINISTRATIVE REMEDIES.

Within **30 days** of the incident or learning of the incident, FILE WRITTEN Prisoner Grievance Form (Form 808.03C) & include up to 2 pages of narrative.

If a staff violation of Policy 202.01 is alleged, the Facility Standards Officer should record and forward to the grievance to the Facility Manager.
Within 15 days, the Facility Manager should:
1) **Investigate** and **provide a written decision** to you through the Facility Standards Officer **OR**
2) Promptly return the grievance for informal resolution

IF YOU GET **NO RESPONSE** IN **15 WORKING DAYS**, IT IS CONSIDERED **DENIED**.

IF YOU GET A **TIMELY RESPONSE**, IT IS **ACCEPTED**.

IF YOU GET A **LATE RESPONSE**, IT IS **ACCEPTED**.

HOW DO I APPEAL?

You **MAY APPEAL** within **2 working days** of receiving the decision. File (Form 808.03D) with the Facility Standards Officer. **ONLY** address the initial grievance.

Place completed Prisoner Grievance Appeal in appropriate locked box.

Step One: Try to resolve informally with the Facility Manager. Then submit completed Prisoner Grievance Form (Form 808.03C) & include up to 2 pages of narrative. **Submit** through the **Facility Standards Officer**.

Step Two: The Facility Standards Officer should forward the grievance to the Director of Institutions for investigation OR assignment to an impartial investigator. **IF ASSIGNED TO AN INVESTIGATOR**, the recommendation (Form 808.03C, Pt. II) is due to the Director of Institutions **within 10 days**.

Step Three: Within 5 days of the Director receiving the Investigator's findings, the Director will issue a written decision, sent to you through the Facility Standards Officer. **YOU MAY APPEAL**.

HOW DO I APPEAL?

- 1) Within **20 days** of receiving the Director's decision, write a letter of **no more than 2 pages long**.
- 2) Send the letter in a sealed envelope to the **Standards Administrator**.

IF RELEVANT – (Step Four):
Within 20 days of receiving your appeal, the Standards Administrator will issue a **determination to YOU directly**.
It is final / unappealable.

EMERGENCY GRIEVANCE

(Emergency Determination
NOT APPEALABLE)

GRIEVANCE PROCEDURE

For ACTION AGAINST:

A) Incarcerated Person(s) ONLY

(Depicts AKDOC Policy 808.03)

STANDARD GRIEVANCE (NON-EMERGENCY)

IF IT IS NOT AN EMERGENCY:

Step One: First, attempt to informally resolve ASAP after action/incident. Speak directly with staff member aware of incident. **If verbal attempts fail, complete a Request for Interview Form (Form 808.11A) and place in appropriate locked box.**

Step Two: Within **30 days** of incident or knowledge of incident, **FILE written Prisoner Grievance Form (Form 808.03C)**. Fully complete Page One. You may attach up to 2 more pages of narrative.

Step Two (cont'd):
IF YOU RECEIVE a copy of the response to Request for Interview Form (808.11A), your form showing informal attempts to resolve must be attached.

IF YOU DO NOT RECEIVE a copy of the response to Request for Interview Form (808.11A), you must write on the grievance form with whom and when you tried to initially resolve informally, & state the results.

EITHER WAY: Place the grievance packet in appropriate locked box.

WHAT IS AN EMERGENCY?

An **EMERGENCY** involves issues that threaten **life** or facility **security** or **may cause harm** to any individual.

IF IT IS AN EMERGENCY:

Within 30 days of incident or knowledge of incident, **FILE written Prisoner Grievance Form (Form 808.03C)** & no more than 2 pages of narrative.

IF IT IS AN EMERGENCY:

OR within 30 days of incident or knowledge of incident, **verbally notify** the Facility Standards Officer, Facility Manager (or Shift Supervisor if eve / weekend / holiday)

IF DEEMED EMERGENCY:

Facility shall investigate and resolve the emergency grievance the same day or before the end of the shift. **Facility is to provide written decision to prisoner ASAP.**

IF DEEMED NOT EMERGENCY:

The Facility Manager will inform the Facility Standards Officer in writing of the decision. The Facility Standards Officer will then process your grievance as a **Standard Grievance.**

IMPORTANT:

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WHAT IF MY GRIEVANCE IS DENIED? YOU CAN APPEAL!

- 1) **Within 2 days** of receiving decision, complete and file a Prisoner Grievance Appeal Statement (Form 808.03D) with the Facility Standards Officer.
- 2) Place in appropriate locked box.

WHAT IF MY APPEAL IS DENIED? YOU CAN SEEK FINAL REVIEW!

****If not handled consistent with policy, you make seek review by the Standards Administrator after the Director renders a decision. Within 20 days, you must request a review by writing a letter not longer than 2 pages and send in a sealed envelope to the Standards Administrator. ****This is the final review.******

IMPORTANT:

YOU MUST COMPLETE EACH STEP IN ORDER BEFORE YOU ARE ABLE TO FILE A LAWSUIT FOR MOST ISSUES. FAILURE TO DO SO WILL RESULT IN DISMISSAL OF YOUR LAWSUIT FOR FAILURE TO EXHAUST YOUR ADMINISTRATIVE REMEDIES.