


Idaho Department of Correction 	Policy	Control Number: 316	Version: 2.5	Page Number: 1 of 2
		Title: Grievance Process: Offender		Adopted: 8-17-1990 Reviewed: 2-3-2012

This document was approved by Brent Reinke, director of the Idaho Department of Correction, on 2/3/12 (signature on file).

Open to the public: Yes No

BOARD OF CORRECTION IDAPA RULE NUMBER

[None](#)

POLICY STATEMENT

It is the policy of the Idaho Board of Correction that the Idaho Department of Correction (IDOC) and its contractors provide a process that enables each offender to resolve problems and find answers to questions concerning the operation of the IDOC as it relates to offenders.

PURPOSE

The purpose of this policy is to communicate the Board's management philosophy regarding the offender grievance process.

SCOPE

This policy applies to all procedures created under the authority of this policy and to IDOC facilities, assigned staff, and offenders under the jurisdiction of the IDOC.

RESPONSIBILITY

The director of the IDOC and the chief of the Operations Division are responsible for overseeing the development, implementation, and monitoring of standard operating procedures (SOPs) that provide guidance on or establishes, at a minimum, the following:

- Methods for informal resolution of problems and complaints;
- Guidelines that help offenders understand how to use the offender grievance process;
- Methods of monitoring the number of offender grievances, the operational area being grieved, and the administrative decisions;
- Guidelines that prohibit retaliation against offenders for participating in the offender grievance process;
- Guidelines to ensure timely resolution of issues;

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- Guidelines that allow offenders to use the offender grievance process to resolve issues that are only within the IDOC's control;
- Instructions to ensure that issues specific to the offender disciplinary system are handled using the offender disciplinary appeal process;
- Processes to ensure that offenders entering the IDOC are made aware of offender grievance procedures;
- Guidelines that provide offenders access to offender grievance SOPs and related forms;
- Methods that promote a clear understanding of the offender's complaint; and
- Guidelines that promote a proposed solution from the offender.

REFERENCES

None

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