

8-04/060.00 Jurisdiction of Requests, Grievances, and Appeals

Inmate requests, grievances, and appeals will be assigned to the facility where the incident or issue in question occurred.

If a request or grievance received involves conditions or personnel at another facility, the facility receiving the form shall redirect the request or grievance to the concerned facility in the Custody Automated Reporting and Tracking System (CARTS), and mail the original. The concerned facility shall be responsible for completing the request or grievance investigation as delineated in sections 8-02/010.00, "General Requests" and 8-03/005.00, "Inmate Grievances."

In most instances, grievances against staff will be handled by the involved employee's unit of assignment. In cases where there are involved employees from multiple units, the involved unit commanders will decide who will have primary responsibility for the handling of the inquiry and will coordinate one response for the grievance. If an employee becomes the subject of a grievance about his or her conduct while working overtime at another unit, then the unit commander of the facility where the incident took place is responsible for conducting the review of the grievance.

In cases where the grievance involves conditions, events, or personnel at another agency, the Inmate Grievance Team at the receiving facility shall scan and enter the form into CARTS, and assign it a reference number. The original grievance form and all pertinent documents shall be forwarded to the concerned agency, and the grievance shall be closed in CARTS under disposition "Referred – Other station/agency/entity." The filing inmate shall be notified through an Inmate Notice of Disposition that the grievance has been forwarded to the concerned agency. All subsequent questions from the inmate shall be directed to the handling agency.

Final decisions of jurisdiction may be resolved by the respective division chief, through the chain of command.
