

## **8-04/070.00 Retention of Requests, Grievances, and Appeals**

Pursuant to Custody Division Manual (CDM) section 4-13/000.00, "Retention of Records," custody facilities shall retain all inmate grievances and appeals, as well as all requests requiring reference numbers, for five (5) years. Requests or grievances which have been scanned into the Custody Automated Reporting and Tracking System (CARTS) do not need to be physically stored as they will be digitally retained. If the signed notification of disposition is not scanned into CARTS, the originating unit shall store the original for the five (5) year retention period.

Correctional Health Services (CHS) shall retain all healthcare grievances and appeals for seven (7) years.

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