



Grievance form tracking number: _____

OFFENDER GRIEVANCE FORM

To: _____ Field Office Facility (location) _____ Date: _____

Offender's Name: _____ Offender Location/Unit: _____

Grievance (describe what, when, where, how of problem): _____

What has been done to resolve the problem? _____

What is your recommendation/solution? _____

Offender's Signature: _____ Date: _____

Staff signature receiving grievance: _____ Date: _____

Date response due to offender: _____ Responding staff assigned: _____

Staff response/action taken to resolve grievance: _____

Staff Signature: _____ Position: _____ Date: _____

Supervisory Review: _____ Title: _____ Date: _____

Superintendent/Camp Director/Administrative Review Board (if required): _____ Date: _____

Additional response/action to be taken: _____

POLICY: II-D-2.3, III-B-4.0
OFFENDER GRIEVANCE PROCEDURE (Reference OAR 416-020-0000)

POLICY

Any offender who believes he or she has been dealt with unjustly, or who is dissatisfied with the program, facility or field staff, conditions at the YCF, OYA contracted service or otherwise, or who has any other kind of grievance which has not been resolved to the offender's satisfaction may use the grievance procedures as outlined. Offenders are not required to discuss the nature of their grievances with staff; however, staff and offenders are encouraged to handle questions and complaints at the lowest level possible. In addition, reprisals against offenders who file grievances will not be tolerated.

I. Facility Grievance Process (for offenders in OYA facilities)

A. Informal Grievance

1. Offenders may initiate a grievance by writing a letter to the OYA or completing a YA 1300.
2. Receipt, assignment and tracking of grievances will be in accordance with local facility procedures.
3. OYA staff will contact the offender within 7 working days of receiving the information grievance request to schedule a meeting to review the grievance.
4. Written results of the meeting will be provided to the offender and will include steps necessary to initiate a formal grievance review if the offender is dissatisfied with the outcome.

B. Formal Grievance

1. If the offender is dissatisfied with the outcome of the informal grievance review, he/she may initiate a formal grievance in accordance with the local facility procedure.
2. Within 10 calendar days of receiving the formal grievance, OYA staff will contact the offender to schedule a review of the matter.
3. Staff will, at the offender's request, help the offender prepare for the formal grievance review.
4. The offender may have a representative during the review process as described in the related grievance rules; however, this person may not be another offender.
5. The review will be held within 30 calendar days of the offender's request for review, unless a delay is mutually agreed to by the offender or representative and the reviewing OYA staff.
6. Within 10 working days of completing the grievance review, the reviewing OYA staff will prepare a written decision. A copy of the decision will be sent to the offender or representative as soon as practical.

II. Field Grievance Process (for OYA offenders in the community)

All grievances

1. Offenders may initiate a grievance by writing a letter to the OYA or completing a YA 1300.
2. Staff will, at the offender's request, help the offender prepare for a formal grievance review.
3. The offender may have a representative during the review process as described in the related grievance rules; however, this person may not be another offender.
4. Within 5 working days, the offender will receive notice that the local field office supervisor has reviewed the grievance.
5. The field office supervisor will determine a course of action to investigate the grievance and an estimated completion date within the timelines listed above for formal and informal grievance processes.
6. If dissatisfied with the field office supervisor's final response to the grievance, the offender may forward the grievance to the Assistant Director, Field Services for review and resolution.

III. Sensitive Issue Grievances

If an offender is grieving a condition or situation where life, health or safety may be threatened or where timeframe consideration requires an immediate response, he/she may immediately contact the appropriate staff:

A. If in a facility:

1. Staff he/she feels comfortable with
2. Facility superintendent/camp director
3. Administrative Review Board (ARB)

B. If in the community:

1. Staff he/she feels comfortable with
2. Local field office supervisor
3. Assistant Director, Field Services

IV. Appeal Process

If the offender is dissatisfied with the decision of the formal grievance review, he/she may request an appeal to the OYA Director, or designee.

- A. A request for appeal must be submitted within 10 calendar days from the date the offender receives written decision.
- B. If a request for appeal is not received within a 15-day period, the offender's right to an appeal will be considered waived, unless the offender can show that the failure to timely request a review of appeal was beyond his/her reasonable control.

Form process:

1. The offender will fill in the top section of the YA 1300 to include his/her signature and date signed.
2. The offender will be given a copy of the form after staff have reviewed the grievance.
3. The offender will be given a copy of the form after any additional response is made or action is taken.
4. The form will be tracked according to local procedure.