



DEPARTMENT OF CORRECTIONS Institutions



Title:	Discrimination Complaint and Grievance Response	DOC Policy: 40.2.13
Effective:	10/18/19	Supersedes: N/A
Applicability: All DOC employees, OCE employees, contractors, and volunteers		
Directives Cross-Reference: Discrimination Complaint Review System (AIC) – Div 006 Grievance Review System (AIC) – Div 109		
Attachments: Discrimination Complaint Form Discrimination Complaint Appeal Form Grievance Form Grievance Response Form Grievance Appeal Form		

I. PURPOSE

To establish guidelines to ensure effective and respectful communication between employees, contractors, and volunteers of the Department of Corrections (DOC) or Oregon Corrections Enterprises (OCE) and the adult in custody (AIC) population in the administration of the discrimination complaint review and grievance review systems.

Proper and effective communication between staff and AICs is essential to the safe, secure, and orderly operation of Department of Correction’s facilities and to the successful completion of the AIC’s corrections plans.

II. DEFINITIONS

- A. **Active Complaint:** An active grievance, discrimination complaint, or appeal of either, that is awaiting a response or is within the available timelines for appeal or return for correction.
- B. **Adult in Custody (AIC):** A person incarcerated or detained in a correctional facility who is accused of, convicted of or sentenced for a violation of criminal law or for the violation of the terms and conditions of pretrial release, probation, parole, post-prison supervision or a diversion program.
- C. **Adult in Custody Complaint Review Committee (AICCRC):** A multi-disciplinary team chaired by the Statewide Grievance and Discrimination Complaint Coordinator designated by the Inspector General and made up of AIC grievance coordinators, discrimination complaint coordinators, and department subject matter experts.
- D. **Communication Form:** An official Department of Corrections form commonly referred to as a "kyte or kite." The form is designed for AIC use in communicating with DOC employees,

volunteers, or contractors and allows employees, volunteers, or contractors to respond in writing, when appropriate, to the AIC.

- E. Contractor: Any person under contractual arrangement to provide services to the department; any person employed by private or public sector agencies who is serving under department sanctioned assignment to provide services or support to department programs.
- F. Department of Corrections (DOC) Employee: Any person employed full-time, part-time, or under temporary appointment by the Department of Corrections.
- G. Discrimination Complaint: A written complaint submitted by an AIC pursuant to the Department's Rules on the Discrimination Complaint Review System (OAR 291-006).
- H. Functional Unit Manager: Any person within the Department of Corrections who reports either to the Director, an Assistant Director, or an administrator, and who has responsibility for the delivery of program services or the coordination of program operations. In a correctional facility, the functional unit manager is the superintendent.
- I. Grievance: A written complaint submitted by an AIC pursuant to the rule (OAR 291-109).
- J. Institution Discrimination Complaint Coordinator: An employee who is assigned by the functional unit manager to review and investigate incidents of perceived discrimination. In a DOC facility, the Discrimination Complaint Coordinator may also be the Grievance Coordinator.
- K. Institution Grievance Coordinator: An employee who is assigned by the functional unit manager to review and process AIC grievances. In a DOC facility, the Grievance Coordinator may also be the Discrimination Complaint Coordinator.
- L. Oregon Corrections Enterprises (OCE): A semi-independent state agency that is a non-Department of Corrections agency or division, which is under the authority of the Director of the Department of Corrections. For purposes of this rule only, Oregon Corrections Enterprises shall not be considered an external organization.
- M. Oregon Corrections Enterprises (OCE) Employee: Any person employed full-time, part-time, or under temporary appointment by the Oregon Corrections Enterprises.
- N. Volunteer: A person who, with prior approval from the department, donates time, knowledge, skills, or effort to enhance the mission, activities, and programs of the department.

III. POLICY

A. General Communication:

1. Staff communicate not only with their choice of words (oral or written) but also non-verbally through their manner, tone, and approach (commonly referred to as body language).

2. Staff are responsible for ensuring their choice of words, manner, tone, and approach are appropriate to properly and effectively convey their intended message and information.
3. Staff shall communicate in a professional, civil, and respectful tone and manner to AICs, which fosters respect and confidence. Staff orders directed to AICs should be clear and concise.
4. Staff shall make every effort to respond to an AIC communication form in a timely manner.
5. Staff shall date and legibly print and sign the AIC communication form responses.

B. Complaint Response Guidelines:

1. Staff are encouraged, where appropriate, to meet with the AIC to attempt to resolve the issue prior to responding to grievances, discrimination complaints, or appeals of either.
2. Completed responses shall have proper punctuation and grammar usage, written in first person (directly to the AIC from the author), and address all of the concerns raised in the complaint and only those concerns.
3. Complaint responses shall not respond to an AIC's request for monetary award, staff personnel actions, or an indication that they plan to sue, file a notice of tort, or take further legal action.
4. Responses shall not state the AIC has exhausted their administrative remedies or any verbiage indicating the matter is closed or the administrative review process has ended. Only a final appeal response may indicate when the administrative review process has concluded or as specified in OAR 291-006 and OAR 291-109.
5. Grievance/Discrimination Complaint Coordinators will review responses for appropriateness and responsiveness and may request revisions to a response prior to accepting the response and sending the response to the AIC. Grievance/Discrimination Complaint Coordinators will work with their functional unit manager or designee to develop an internal process for handling these circumstances.
6. Staff will not threaten or attempt to discourage an AIC from utilizing the discrimination complaint review or grievance review systems in accordance with OAR 291-006 and OAR 291-109.

C. Receipt Processing for Complaints:

1. The date an initial grievance, discrimination complaint, or appeal of either is received by the institution grievance/discrimination complaint coordinator shall be clearly noted on all pages of the complaint form.
2. If the complaint is for another institution, it will be date stamped as received on each page and forwarded to the appropriate institution to log and process. The date used for processing will be the original received date at the originating institution.
3. Each complaint will be accepted, denied, or returned for correction(s). The AIC will be issued a receipt memo indicating the status of their complaint, clearly noting any corrections needed or disqualifying factors.
4. When an AIC has been found to have improperly used the grievance or discrimination complaint systems and has been restricted to two active complaints at a time, any complaints received in excess of the outlined restriction will not be processed, excluding emergency, sexual harassment and sexual abuse grievances.

D. Processing of AIC Discrimination Complaints:

1. Initial AIC Discrimination Complaint:
 - a. A discrimination complaint that has been accepted for processing will be investigated by the institution discrimination complaint coordinator, or other assigned staff. The staff named in the discrimination complaint will not be assigned to investigate the allegation.
 - b. Requests from the institution discrimination complaint coordinator or investigating staff, to a staff person, volunteer, or contractor for information pertaining to a discrimination complaint, will be responded to prior to the date indicated on the notice provided to the responder.
 - c. The institution discrimination complaint coordinator will draft a response based on the investigation findings and provide the information to the functional unit manager for review.
 - d. An AIC's initial discrimination complaint will be responded to by the functional unit manager within 70 days from the date the complaint was accepted for processing, unless further investigation is necessary.
 - e. If the discrimination complaint response will not be completed within the timeframes outlined in OAR 291-006, the institution discrimination complaint coordinator will notify the AIC of the status of the discrimination complaint.
 - f. The institution discrimination complaint coordinator will update the electronic complaint database and upload a copy of the completed discrimination complaint packet, including the initial response.

2. AIC Discrimination Complaint Appeal:

- a. Upon receiving an AIC's request for a review of the department's response to their discrimination complaint, the institution discrimination complaint coordinator will process the appeal, in accordance with OAR 291-006.
- b. The institution discrimination complaint coordinator will forward the complete discrimination complaint packet to the Office of the Inspector General for review by the Adult in Custody Complaint Review Committee (AICCRC).
- c. An AIC's review request will be responded to by the Inspector General or designee within 70 days from the date the appeal was accepted, unless further investigation is necessary.
- d. The discrimination complaint appeal response will be sent directly to the AIC from the Office of the Inspector General with a copy provided to the institution discrimination complaint coordinator.
- e. The institution discrimination complaint coordinator will update the electronic complaint database and upload a copy of the completed discrimination complaint packet, including the appeal response.

E. Processing of AIC Grievances:

1. AIC Grievances:

- a. Initial grievance responses will be completed using the department's approved Grievance Response Form.
- b. The response will include the AIC's name, SID number, appropriately formatted grievance number, and the responding staff, volunteer, or contractors name and title in the designated spaces.
- c. The completed response form will be signed by the person writing the response and reviewed and signed by their supervisor. Electronic signatures may be used.
- d. Completed responses will be returned to the institution grievance coordinator prior to the date indicated on the notice provided with the grievance.
- e. The institution grievance coordinator will review the response and date stamp it prior to forwarding it to the AIC.
- f. The institution grievance coordinator will update the electronic complaint database and upload an electronic copy of the current complaint transaction including a copy of the date stamped response.

2. AIC Grievance Appeals:

- a. Initial grievance appeal responses will be completed in letter format, using the approved formatted templates, addressed to the AIC from the functional unit manager or designee.
- b. Final grievance appeal responses will be completed in letter format, using the approved formatted templates, addressed to the AIC from the appropriate Assistant Director or designee.
- c. Completed responses will be returned to the institution grievance coordinator prior to the date indicated on the notice provided with the grievance appeal.
- d. The institution grievance coordinator will review the response and date stamp it prior to forwarding it to the AIC.
- e. The institution grievance coordinator will update the electronic complaint database and upload an electronic copy of the current complaint transaction including a copy of the date stamped response.

F. Addressing Outstanding and Delinquent Responses:

1. Weekly Outstanding and Delinquent Reports:

- a. Grievance/Discrimination Complaint Coordinators will generate the outstanding and delinquent complaint reports from the electronic complaint database for their institution(s) on a weekly basis and forward it to the appropriate institution staff, managers and supervisors.
- b. First reminders for pending responses will be sent to each responder when the complaint response has not been received by the Grievance/Discrimination Complaint Coordinator within 21 days of the date the complaint was assigned to the responder(s). This will be indicated on the outstanding report by a number of -14 or greater.
- c. Second reminders for pending responses will be sent to each responder when the complaint response has not been received by the Grievance/Discrimination Complaint Coordinator within 28 days of the date the complaint was assigned to the responder(s). This will be indicated on the outstanding report by a number of -7 or greater.
- d. Third reminders shall be sent to each responder with a copy forwarded to the responder's immediate supervisor or designee, the manager who provides oversight of the grieved work area, and the functional unit manager, notifying them the response is now past due. This will be indicated on the outstanding report by a number of 0 or greater.

- e. The Grievance/Discrimination Complaint Coordinators shall document in the electronic complaint database each time a reminder is sent.
 - f. Complaint responses that become more than seven days delinquent of the response timeframes outlined in OAR 291-006 and OAR 291-109, shall be sent to the functional unit manager and to the Inspector General's Office for follow up. This will be indicated on the outstanding report by a number of 7 or greater.
2. Inspector General's Office Delinquent Report Processing:
- a. The Inspector General's Office will monitor delinquent grievance and discrimination complaint response reports.
 - b. Functional unit manager's whose functional unit has responses over seven days delinquent will receive a copy of the delinquent report.
 - c. Delinquent reports will be copied to each Grievance/Discrimination Complaint Coordinator. The Grievance/Discrimination Complaint Coordinator will provide a status update to the functional unit manager or designee for each delinquent response.
3. Suspended Responses:
- a. For those complaints where there is a valid reason for a late response (including but not limited to waiting for advice from DOJ, a policy decision needing to be made by DOC, or a staff responder out on leave), the suspend feature in the electronic complaint database will be utilized.
 - b. When suspending a complaint in the electronic complaint database, the Grievance/Discrimination Complaint Coordinator will add a note in the comments section of the electronic complaint database regarding why the complaint is being suspended and an estimated date of response.
 - c. The Grievance/Discrimination Complaint Coordinator shall provide notice to the AIC of the suspended complaint exceeding normal complaint response timelines as outlined in OAR 291-006 and OAR 291-109.
 - d. It is the responsibility of the Grievance/Discrimination Complaint Coordinator to track suspended complaints, follow-up on suspended complaints and document the status of the response in the electronic complaint database.
 - e. Grievance/Discrimination Complaint Coordinators shall track suspended complaints until a response is received or an outcome is reached.

IV. IMPLEMENTATION

This policy will be adopted immediately without further modification.

Certified: signature on file _____
Michelle Mooney, DOC Rules Coordinator

Approved: _signature on file _____
Heidi Steward, Deputy Director

DISCRIMINATION COMPLAINT INFORMATION

(OAR Division 006 may be reviewed in its entirety in your legal library)

291-006-0050 - Discrimination Complaint and Appeal Timelines

- (1) Discrimination complaints must be received by the discrimination complaint coordinator within 14 calendar days of the incident giving rise to the discrimination complaint unless the AIC can satisfactorily demonstrate why the discrimination could not be timely filed. Untimely discrimination complaints will be denied and returned to the AIC with a statement of the rule.
- (2) A discrimination complaint response by the functional unit manager or designee will be sent to the AIC within 70 calendar days from the date the complaint was accepted by the discrimination complaint coordinator, unless further investigation is necessary.
- (6) Discrimination complaints, discrimination complaint appeals, or responses may be consolidated by the department.

291-006-0055 - Discrimination Complaint and Appeal Submission Limits

- (1) An AIC shall have no more than four active complaints (discrimination complaints, grievances, or appeals from either) at any time. Any discrimination complaint or appeal submitted that exceeds that limit will be found to be an improper use of the grievance and discrimination complaint review systems and returned to the AIC with a statement of the rule.
- (2) An AIC may submit no more than a combined total of four initial discrimination complaints and AIC grievances in any calendar month.

291-006-0060 - Discrimination Complaint and Appeal Submission Requirements

- (1) An AIC who believes they have been subjected to unlawful discrimination by the department or by an employee, contractor, or volunteer of the department or the Oregon Corrections Enterprises on the basis of race, color, national origin, religion, gender, sex, sexual orientation, marital status, age, disability, or familial status may seek resolution of their complaint or issue through the department's internal discrimination complaint process by completing the department's approved discrimination complaint form and submitting it to the designated discrimination complaint coordinator.
- (4) A discrimination complaint must include a complete description of the incident, action, or application of rule that directly impacted the submitting AIC and how the AIC believes it has subjected them to discrimination on the basis of race, color, national origin, religion, gender, sex, sexual orientation, marital status, age, disability, or familial status.
- (7) If an AIC cannot complete the discrimination complaint form due to physical or mental impairments or language barriers, the AIC may contact the legal library for assistance. An AIC may also contact the discrimination complaint coordinator or institution ADA coordinator to request accommodation.
- (14) An AIC cannot file a discrimination complaint regarding the following:
 - (a) Actions or decisions outside the jurisdiction of the department (for example, actions by the Board of Parole and Post-Prison Supervision);
 - (b) Any matter that may be reviewed through a separate review process under the Department's rules. Examples include, but are not limited to, the review processes set out in the following Department rules: (See rule 006 for details)
 - (c) Conduct orders, investigations leading to a conduct order, or any conduct order sanction, except where a pattern of bias can be articulated;
 - (d) Misconduct reports, investigations leading to or arising from misconduct reports, or disciplinary hearings, findings, and sanctions, except where a pattern of bias can be articulated;
 - (e) Any matter that does not directly and personally affect the AIC.
 - (f) Any matters in which the AIC lacks personal knowledge of the incident or issue;
 - (g) Claims or issues the AIC has pursued or is pursuing in pending litigation in state or federal courts.
 - (h) The processing of or response to discrimination complaints, discrimination complaint appeals, grievances, grievance appeals or other separate review processes.



DISCRIMINATION COMPLAINT APPEAL FORM

Name: _____
Last First Initial SID# Cell/Block/Bunk #

List in detail all the reasons you disagree with the initial discrimination complaint response. (Attach original discrimination complaint form and staff response.)

Multiple horizontal lines for writing the reasons for disagreement.

Describe what action you want taken to resolve your complaint. (How can the problem be solved?)

Multiple horizontal lines for describing the desired action to resolve the complaint.

Date Signature

Receiving Facility (If not processing facility)

Date Stamp

Received at Processing Facility

Date Stamp

Accepted/Denied/RFC

Date Stamp

Accepted/Denied/RFC

Date Stamp

DISCRIMINATION COMPLAINT APPEAL INFORMATION

(OAR Division 006 may be reviewed in its entirety in your legal library)

OAR 291-006-0050 - Discrimination Complaint and Appeal Timelines

- (3) Discrimination complaint appeals must be received by the discrimination complaint coordinator within 14 calendar days from the date that the functional unit manager's initial discrimination complaint response was sent to the AIC unless the AIC can satisfactorily demonstrate why the appeal could not be timely filed. Untimely initial appeals will be denied and returned to the AIC with a statement of the rule.
- (4) An untimely discrimination complaint appeal will be denied.
- (5) Discrimination complaint appeals will be responded to within 70 calendar days from the date the appeal was accepted, unless further investigation is necessary.
- (6) Discrimination complaints, discrimination complaint appeals, or responses may be consolidated by the department.

OAR 291-006-0070 - Discrimination Complaint Appeal Process

- (1) An AIC may appeal the initial discrimination complaint response using a discrimination complaint appeal form.
 - (a) The appeal must include the original discrimination complaint, attachments, and staff response(s).
 - (b) The appeal must comply with the timeframes set forth in OAR 291-006-0050.
 - (c) The scope of the original discrimination complaint cannot be expanded on appeal.
- (2) No additional information may be submitted, unless the AIC can clearly articulate how the information was unavailable to the AIC at the time the original discrimination complaint was filed or if the initial discrimination complaint response noted that the information was missing and the submitted information is directly related to the alleged issue being reviewed.
- (3) After the discrimination complaint appeal has been date stamped and recorded the AIC will be issued a return receipt. If accepted, the discrimination complaint appeal will be forwarded to the Adult in Custody Complaint Review Committee (AICCRC).
- (4) The AICCRC will review all accepted appeals and make a recommendation to the Inspector General or designee.
- (5) An AIC's discrimination complaint appeal will be responded to by the Inspector General or designee upon review of the AIC's complaint, documentation, and the recommendation of the AICCRC within the timeframes set forth in OAR 291-006-0050.
- (6) The Inspector General or designee's response is final and not subject to further review.
- (7) If an AIC has filed a Notice of Tort Claim with the Oregon Department of Administrative Services while an AIC has an active discrimination complaint appeal, and the primary remedy sought by the discrimination complaint is monetary relief, then DOC may, in its sole discretion, discontinue further processing of the discrimination complaint appeal and notify the AIC of the conclusion of the administrative review process.



GRIEVANCE FORM

Name: _____
Last First Initial SID# Cell/Block/Bunk #

Whom are you grieving: _____

Please provide the date/time of incident giving rise to grievance: _____

List in detail all the reasons for your grievance. (What is the problem? When did it happen – date/time/place?) Attach copies of any documents or any material(s), which support your grievance, including the names of any persons you think should be questioned.

Describe what action you want taken to resolve the grievance. (How can the problem be solved?)

Date _____ Signature _____

Receiving Facility
(If not processing facility)

Date Stamp

Received at Processing Facility

Date Stamp

Accepted/Denied/RFC

Date Stamp

Accepted/Denied/RFC

Date Stamp

GRIEVANCE INFORMATION

(OAR Division 109 may be reviewed in its entirety in your legal library)

291-109-0205 - Grievance and Appeal Timelines

- (1) Grievances must be received by the institution grievance coordinator or designee within 14 calendar days from the date of the incident or issue being grieved, unless the AIC can satisfactorily demonstrate why the grievance could not be timely filed. Untimely grievances will be denied and returned to the AIC with a statement of the rule.
- (2) A grievance response will be sent to the AIC within 35 calendar days from the date the grievance was accepted by the institution grievance coordinator, unless further review is necessary to fully respond to the AIC's grievance, in which case the AIC will be notified that the department will respond within an additional 14 calendar days.

291-109-0210 - Permissible Grievance Issues

- (1) An AIC may only request review of one matter, action, or incident per grievance.
 - (a) If multiple staff or functional units are involved in a single incident, each should be included in a single grievance and one grievance response will be prepared from the most appropriate individual at the discretion of the institution grievance coordinator.
- (3) An AIC may file a single grievance concerning any incident or issue regarding institutional life that directly and personally affects that AIC, including but not limited to:
 - (a) Misapplication of departmental policies, rules, or other directives;
 - (b) Unprofessional actions of department employees, volunteers, or contractors;
 - (c) Inadequate medical or mental health treatment;
 - (d) Sexual abuse or sexual harassment; and
 - (e) Excessive use of force by department employees.
- (4) An AIC cannot grieve the following:
 - (a) Any matter that does not directly and personally affect the AIC;
 - (b) Any matter in which the AIC lacks personal knowledge of the incident or issue;
 - (c) Any matter that is outside of the jurisdiction of the department (for example, actions by the Board of Parole and Post-Prison Supervision);
 - (d) Any matter that may be reviewed through a separate review process under the Department's rules. Examples include, but are not limited to, the review processes set out in the following Department rules: (See rule 109 for details)
 - (e) Daily fails as defined in the DOC rule on Performance Recognition and Award System - (OAR 291-077-0033);
 - (f) Conduct orders, investigations leading to a conduct order, or conduct order sanction(s);
 - (g) Misconduct reports, investigations leading to or arising from misconduct reports, or disciplinary hearings, findings, and sanctions;
 - (h) Claims or issues the AIC has pursued or is pursuing in pending litigation in state or federal courts;
 - (i) Group grievances representing other AICs, or acts where an AIC is a spokesperson for other AICs; and
 - (j) The processing of or response to grievances, grievance appeals, discrimination complaints, discrimination complaint appeals or other separate review processes.

291-109-0225 - Grievance and Appeals General Processing Standards

- (1) The institution grievance coordinator shall date stamp the grievance form or appeal upon receipt. After the form has been date stamped and recorded, the AIC will be issued a return receipt, and if accepted, the grievance or grievance appeal will be forwarded to the appropriate staff or manager for review and response.
- (2) Grievances and grievance appeals returned for correction:
 - (a) An AIC may elect to resubmit a grievance or grievance appeal that has been returned for correction to the AIC because it does not comply with these rules.
 - (b) The grievance or grievance appeal may only be resubmitted twice and must be received by the institution grievance coordinator within 14 calendar days from when the grievance or grievance appeal was originally returned to the AIC.
 - (c) If rewritten, the return receipt and original grievance or grievance appeal must also be attached.
- (4) An AIC may withdraw a grievance by submitting a written request to the institution grievance coordinator at any time during the grievance process. Grievances that have been withdrawn may only be reopened upon written request, at the discretion of the institution grievance coordinator.

GRIEVANCE APPEAL INFORMATION

(OAR Division 109 may be reviewed in its entirety in your legal library)

291-109-0205 - Grievance and Appeal Timelines

- (3) Initial appeals must be received by the institution grievance coordinator or designee within 14 calendar days from the date the initial grievance response was sent to the AIC unless the AIC can satisfactorily demonstrate why the initial appeal could not be timely filed. Untimely initial appeals will be denied and returned to the AIC with a statement of the rule.
- (5) Final appeals must be received by the institution grievance coordinator or designee within 14 calendar days from the date the initial appeal response was sent to the AIC unless the AIC can satisfactorily demonstrate why the final appeal could not be timely filed. Untimely final appeals will be denied and returned to the AIC with a statement of the rule.

291-109-0230 - Initial Appeals

- (1) An AIC may appeal the initial grievance response using the grievance appeal form.
 - (a) The appeal must include the original grievance, attachments, and staff response(s).
 - (b) The appeal must comply with the timeframes set forth in OAR 291-109-0205.
 - (c) The scope of the original grievance cannot be expanded on appeal.
 - (d) No new information may be submitted with the appeal unless the information was unavailable to the AIC at the time the original grievance was filed or if the initial grievance response noted that the information was missing and the submitted information is directly related to the alleged issue or incident being grieved.
 - (e) After the appeal has been date stamped and recorded, the AIC will be issued a return receipt. If accepted, the grievance appeal will be forwarded to the functional unit manager or designee for review and response.
 - (f) If a grievance appeal is returned to the AIC because it does not comply with these rules, the AIC may elect to resubmit the grievance appeal to the institution grievance coordinator. In order to be accepted, the grievance appeal must be received by the institution grievance coordinator within 14 calendar days from the date it was sent back to the AIC for correction and have the required corrections to bring the document into compliance with this rule. The returned receipt must accompany the resubmission. If rewritten, the original grievance appeal and complete packet must also be attached. Multiple resubmissions may not exceed the initial 14 day timeline.
 - (g) A denied initial grievance or appeal cannot be appealed.
 - (h) The functional unit manager or designee shall respond to the AIC's grievance appeal within the timeframes set forth in OAR 291-109-0205.

291-109-0235 - Final Appeals

- (1) An AIC may appeal the functional unit manager's or designee's response using the grievance appeal form.
 - (a) The appeal must include the original grievance, grievance appeal, attachments and staff responses.
 - (b) The appeal must comply with the timeframes set forth in OAR 291-109-0205.
 - (c) The scope of the original grievance cannot be expanded on appeal.
 - (d) No new information may be submitted with the appeal unless the information was unavailable to the AIC at the time the original grievance was filed or if the initial grievance response or initial appeal response noted that the information was missing and the submitted information is directly related to the alleged issue or incident being grieved.
 - (e) After the appeal has been date stamped and recorded, the AIC will be issued a return receipt. If accepted, the appeal will be forwarded to the Assistant Director or designee having authority to review and resolve the issue.
 - (f) If a grievance appeal is returned to the AIC because it does not comply with these rules, the AIC may elect to resubmit the grievance appeal to the institution grievance coordinator. In order to be accepted, the grievance appeal must be received by the institution grievance coordinator within 14 calendar days from the date it was sent back to the AIC for correction and have the required corrections to bring the document into compliance with this rule. The returned receipt must accompany the resubmission. If rewritten, the original grievance appeal and complete packet must also be attached. Multiple resubmissions may not exceed the initial 14 day timeline.
 - (g) A denied initial grievance or appeal cannot be appealed.
 - (h) The Assistant Director or designee shall respond to the AIC's grievance appeal within the timeframes set forth in OAR 291-109-0205.