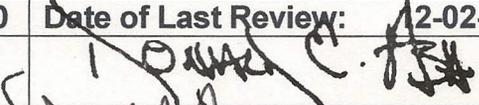
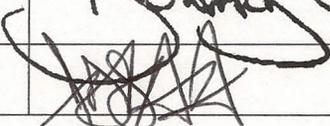


Wyandotte County Sheriff's Office Detention Center Standard Operating Procedures			Number: F-100
Subject: Detainee Grievance		References:	
Section: Detainee Rights, Privileges, Services, and Programs		ACA Standards, 4-ALDF; 6B-01	
Effective Date: 04-19-96	Revision Date: 12-02-10	Date of Last Review: 12-02-10	
Approved By:	Sheriff of Wyandotte County		
Approved By:	Jail Administrator		

I. POLICY

A grievance may be initiated by a detainee, at any time, for any mistreatment or situation that cannot be resolved by any other means.

II. PROCEDURE

The detainee grievance procedure is an internal administrative means for resolving complaints and identifying potentially problematic management areas. It is designed to supplement, but not replace, the informal communication process and/or disciplinary procedures.

A. The staff will attempt to settle all grievances immediately and informally.

B. Submission of a Grievance.

1. The grievance may be initiated for the following reasons:

a. An alleged violation of civil, constitutional, or statutory rights or a policy.

b. An alleged criminal or prohibited act.

- c. To resolve a condition existing within the detention center that creates unsafe or unsanitary living conditions.
2. A detainee may file a grievance at any time to bring a problem to staff's attention.
 - a. A detainee may file a grievance only for himself or herself, although a detainee may assist another detainee in filing a grievance.
 - b. Only one grievance may be filed at any one time on a single incident or item of concern.
 - c. A detainee may withdraw a previously filed grievance at any time.
 - d. No staff member shall retaliate against a detainee filing or withdrawing a grievance.
 - e. An improperly filed grievance or one that concerns a non-grievance issue will be returned to the detainee.
3. The detainee shall first take a grievance to the Pod Officer. If the detainee does not receive a satisfactory response from the Pod Officer, then the detainee may complete in writing a grievance via the commissary kiosk or through the Detainee Communication Form and forward it to the Shift Lieutenant.

C. Contents of a Grievance:

1. Using the kiosk or Detainee/Inmate Communication Form, (See Policy and Procedure, Section F-105 Detainee/Inmate Communication Form), the grievance will include the following:
 - a. The nature of the complaint. This statement must be specific, including the date, time, and location of the incident, other persons involved, and how the situation

has affected the detainee.

- b. The rules, regulations, policies or circumstances about which the detainee is filing the grievance.
- c. The date the grievance was filed.
- d. The signature of the detainee.

D. Response of the Shift Supervisor:

- 1. Upon receipt of a detainee grievance, the Shift Supervisor shall respond within seven (7) calendar days. The response shall contain findings of fact, conclusions drawn, and action taken.

E. Grievance Appeal:

- 1. Any detainee who has a grievance that he/she feels was not answered appropriately may file an appeal to the Administrator within ten (10) calendar days of the receipt of an adverse decision.
- 2. The detainee should state his/her grievance as clearly as possible and seal the grievance in a plain envelope marked "Administrator".
- 3. The Administrator or his designee will respond in ten (10) calendar days of receipt of the grievance.

G. Grievances Pending at the Time of Release

- 1. Detainees who have a pending grievance at the time of release lose all standing with respect to any further internal administrative remedy of the matter under consideration.

H. Detainee Grievance Rights

1. Each detainee confined in the Detention Center will have the following rights:

- a. The right to grieve any administrative procedure.
- b. The right to receive a written response.
- c. The right to submit grievances without the fear of reprisal or punitive segregation.
- d. The right to have the grievance decision reviewed by the Administrator.