

MEDICAL AND MENTAL HEALTH GRIEVANCE PROCESS OVERVIEW

Grievance Filed By Inmate

Custody Deputy Receives Grievance

Date and deputy receipt of grievance is documented. If able, the Custody Deputy will address the grievance.

If the grievance issue is resolved, it is documented and reviewed. If not, the grievance is given to a Sergeant.

Shift Sergeant Distribution

Sergeant will review and distribute all grievances according to grievance area of responsibility.

If able, Shift Sergeant will answer the grievance and document the response which a Lieutenant will review.

Health Services Administrator (HSA) Review

HSA reviews and responds to grievance. HSA will also have mental health staff answer grievances.

Per Policy, grievances are answered within 14 days. Currently, the average response time is **4.2** days.

Health Services Lieutenant Review

Grievance responses are reviewed for thoroughness to the issues being grieved.

If answered appropriately, the Lieutenant will sign for review and distribute the grievance back to the inmate.

Grievance Coordinator Review

Redacted grievance responses are reviewed again for thoroughness to the issues being grieved.

If a grievance requires additional information, it is reviewed and information is provided.

Grievance Coordinator will meet with Community Based Organizations to discuss grievance statistics.

Grievance statistical information is gathered and reported to BOS quarterly.

Grievance Appeal

If an inmate is not satisfied with a response, they can appeal the response incrementally to the Chief.

An inmate, can also contact the Ombudsman to seek resolution to an issue.

Writ of Habeas Corpus

If an inmate is not satisfied with a response through the appeal process, they can file a writ in court.

OMBUDSMAN

Court Decision

An inmate, at any time, can contact the Ombudsman to seek resolution to an issue. Currently, the ACLU operates the Ombudsman Program. Every Thursday, they meet with those inmates who have requested to speak with them. The ACLU produces a report based upon their visit to which the Sheriff's Office, Custody Division provides responses to each issue brought forth. The ACLU will review responses and meet with the inmate to discuss the resolution to their issue.