

Grievance Oversight Coordinator

The Grievance Oversight Coordinator has the responsibility of providing oversight and review of the grievance process as it relates to medical grievances submitted by individuals confined within the Santa Barbara County jail facilities.

Authority:

The California Code of Regulations, Title 15- Crime Prevention and Corrections, Division 1, Chapter 1, Subchapter 4 defines and requires the grievance process. Specifically, article 6 § 1073 states that the jail administrator shall develop written policies and procedures whereby any inmate may appeal and have resolved grievances relating to any conditions of confinement, included but not limited to medical care. ¹

Mission:

The primary purpose of the grievance process is to provide resolution of the grievance at the lowest appropriate staff level and to allow appeal to the next level of review. The mission of the Grievance Oversight Coordinator as part of this process is to review each medical related grievance and/or appeal to ensure that the responses address the primary issues of concern and provides the appropriate resolution for the grieving party. The primary focus is on issues associated with the following:

1. Dental Care;
2. Mental Health;
3. Medications;
4. Medical Care.

Objectives:

The role of the Grievance Oversight Coordinator is to provide a positive impact with the overall process. As part of the process, the coordinator has the responsibility to make recommendations for improvement, with areas of consideration to include:

1. Improve professional communication;
2. Maintaining focus on core complaint;
3. Improvement with providing clients sufficient detail to address the core complaint;
4. Improve client and administrator satisfaction with the grievance process outcomes.

Reporting:

The Grievance Oversight Coordinator shall complete a monthly report, categorizing the nature of the grievances as follows:

1. Service in place;
2. Response addresses the primary complaint;
3. Further information needed to determine the outcome;
4. Primary complaint was addressed under appeal;
5. Inmate was released from custody prior to response;
6. Grievance was previously answered and is duplicative in nature;
7. Inmate refused treatment for the condition listed in the complaint.

Document recommendation or corrective action discussions with the medical provider or the Health Service Lieutenant and include the decisions or outcomes when available.

¹ Authority cited: Section 6030, Penal Code.