

<b>POLICY OF</b> <b>STATE OF DELAWARE</b> <b>DEPARTMENT OF CORRECTION</b>	<b>POLICY NUMBER</b> 4.4	<b>PAGE NUMBER</b> 1 of 1
	<b>RELATED ACA STANDARDS:</b> 2-CO-3C-01, 4-4284, 4-4344, 4-4394, 4-ACRS-6B-03, 4-ACRS-7D-09	
<b>CHAPTER:</b> 4 Decision Making Related to Offenders	<b>SUBJECT: OFFENDER GRIEVANCES</b>	
<b>APPROVED BY THE COMMISSIONER AND</b> <b>EFFECTIVE THIS DATE:</b>		
 4/2/15		
<b>APPROVED FOR PUBLIC RELEASE</b>		

**I. AUTHORITY:** 11 *Del. C.* §6535, 29 *Del. C.* §8903

**II. PURPOSE:** To establish an offender grievance process.

**III. APPLICABILITY:** All Department of Correction (DOC) employees, persons or organizations conducting business with the Department and offenders under the supervision of the Department.

**IV. DEFINITIONS:** None

**V. POLICY:** it is the policy of the DOC to afford all offenders the right to file a grievance without fear of reprisal or adverse action.

Procedures should be developed by the Bureau Chiefs of Correctional Healthcare Services, Prisons and Community Corrections to establish a grievance process for their respective offender populations. The procedures shall require reasonable time frames for the grievance to be transmitted without alteration, interference or delay to an individual designated responsible for receiving, investigating, and resolving grievances. In addition, the procedures must require a reasonable time limit, a written report of the final disposition and an appeal mechanism that identifies the available levels of appeal.