

**Inmate Complaint Review System (ICRS)**

Revised 8/27/22

All institutions and centers have a designated Institution Complaint Examiner (ICE) who is charged with investigating complaints (DOC-0400 Inmate Complaint) and referring complaints to the correct reviewing authority (RA) for decision if applicable. However, complaints alleging staff sexual misconduct are immediately referred to the institution's Warden/designee and complaints alleging non-sexual staff misconduct may result in an inmate interview or a direct referral to the institution's Warden/designee.

Inmates in all institutions have a process available to them so their grievances can be orderly and expeditiously raised, investigated, and decided. An inmate may use the ICRS to raise issues regarding policies, rules, living conditions, or employee actions that personally affect the inmate or institution environment. Prior to submitting a complaint, inmates are required to attempt to resolve the issue by following the designated process specific to the subject of the complaint; normally by following the institution's chain of command. If an inmate misuses the ICRS they may be subject to discipline.

An inmate is required to file a complaint within 14 days of the instigating incident's occurrence unless the ICE deems the late complaint to be for a good cause. Any of the ICRS requirements can be waived for good cause.

If an inmate is dissatisfied with the ICE's or RA's decision, then the inmate has the option of filing an appeal (DOC-0405 Request for Corrections Complaint Examiner Review), within 14 days of the decision, to either the RA (for rejected complaints) or the Corrections Complaint Examiner (CCE), who then makes a recommendation to the Secretary of the Department.

**Social Worker/Treatment Specialist Responsibilities:**

Social Workers shall be familiar with the chain of command so they may re-direct inmates to resolve their complaints with the appropriate department.

If an inmate chooses to submit a complaint and the ICE directs the inmate to contact the Social Worker in an attempt to resolve the issue, the Social Worker shall respond to the request in writing, or schedule the inmate to be seen (if necessary). If seen, the Social Worker shall let the ICE know that they met with the inmate to discuss the complaint issue. Social Workers are also responsible for responding to any inquiries made by the ICE in the investigation process.

**References/Resources:**

- DOC Chapter 310 Complaint Procedures,
- DAI 310.00.01 Inmate Complaints Regarding Staff Misconduct
- [DAI 310.00.03 Inmate Property Depreciation Sched & Calc Spreadsheet](#)
- [DAI 310.00.03 Inmate Property Depreciation Schedule](#)
- Executive Directive 72

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All institutions and centers have a designated Institution Complaint Examiner (ICE) who is charged with investigating complaints (DOC-0400 Inmate Complaint) and making recommendations to the appropriate reviewing authority (RA). The RA decides the complaint. If dissatisfied with the RA's decision, the inmate has the option of filing an appeal (DOC-0405 Request for Corrections Complaint Examiner Review) to either the RA (for rejected complaints) or the Corrections Complaint Examiner (CCE), who then makes a recommendation to the Secretary of the Department. Prior to submitting complaints, inmates are required to attempt to resolve the issue by following the designated process specific to the subject of the complaint; normally by following the institution's chain of command.

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For additional information, the following references may be utilized:

- DOC Chapter 310 Complaint Procedures
- [DAI 310.00.01 Inmate Complaints Regarding Staff Misconduct](#)
- [DAI 310.00.03 Inmate Property Depreciation Sched & Calc Spreadsheet](#)
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