



Health Services
Policy & Procedures

Date: 4-17-2020

Reviewed: 02-01-2024

Revised:

TITLE: GRIEVANCE PROCESS FOR HEALTHCARE COMPLAINTS

NUMBER J-34

PAGE 1 OF 2

Policy:

1. The grievance process in place addresses inmates' complaints about health services.
2. Responses to inmate grievances are timely, based on principles of adequate medical care, and include documentation of response.

Procedure:

1. Inmate grievances will be screened upon receipt by Turn Key staff and recorded in the inmate Grievance Log including the items listed below in a-g.
 - a. Name
 - b. Number or date of birth
 - c. Date of grievance
 - d. Date received
 - e. Nature of grievance
 - f. Response to grievance
 - g. Grievance category.
2. Turn Key staff will address all grievances. A face-to-face interview is recommended where possible.
3. If the face-to-face interview is not possible, the grievance resolution will be completed in writing.

4. A written response to the inmate providing an explanation or proposed resolution will be provided in a timely manner and in accordance with institutional procedures.
5. A copy of the documentation will be included in the grievance file maintained with the grievance log and not in the inmate's medical record.
6. The "Grievance Log" will be completed to include:
 - a. Date of interview
 - b. Date of response
 - c. Nature of response
 - d. Staff responding
 - e. Resolution category
7. If the grievance cannot be resolved the inmate may appeal the grievance finding to the Facility Administrator or designee.