

**D. Grievance Procedures**

1. Inmates can file grievances regarding the following matters:
  - a. The intent, interpretation and application of policies, rules and procedures of the facility and Department that affect them personally.
  - b. Reprisals against inmates by officers or staff for filing a grievance or appeal under the inmate grievance proceeding.
  - c. Incidents occurring within the facility that affect them personally.
  - d. Any matter relating to conditions of care or supervision within the authority of the Alachua County jail, except as noted below. Inmates cannot file complaints regarding:
    - i. County, State and Federal court decisions
    - ii. County, State and Federal laws and regulations
    - iii. Probation decisions
    - iv. Other matters beyond the control of the Department
2. Informal Grievances
  - a. When an inmate decides to initiate an informal grievance, he/she shall submit an informal grievance using an Inmate Request Form describing the nature of the complaint to the staff member responsible for the particular area of the problem. Do not submit more than one (1) request per issue. Inmates who submit duplicate or multiple inmate requests regarding the same issue will be subject to disciplinary action for the misuse of county property.
  - b. Within ten (10) days, excluding holidays and weekends, following receipt of an informal grievance by the staff member, a written response should be provided to the inmate.
  - c. Keep the response in case you decide to file a formal grievance.
3. Formal Grievances
  - a. An inmate may file a formal grievance by submitting an inmate grievance form and attaching the initial informal grievance (request slip), with response.
  - b. A formal grievance must be received no later than twenty (20) days from the date which the incident or action occurred.
  - c. To have a formal grievance processed, you must do the following:
    - i. Fill out the "name" and "housing unit" information at the top. Do not fill out "to" and "grievance number."
    - ii. Describe your grievance in detail in the appropriate space provided. Be specific. Attach any relevant information.
    - iii. If additional space is needed, use a separate sheet of paper. Do not use extra forms or copies. Write ONLY in designated areas.

- iv. Attach the informal grievance, with response. (If you did not receive a response within ten (10) days, indicate this in your grievance. You must still attach the request.)
  - v. The information must be readable with the grievance and facts accurately and clearly stated.
  - vi. Include only one (1) complaint or issue on each form submitted.
  - d. Only original grievance forms will be processed. Do not submit photocopies.
  - e. The respondent shall have up to twenty (20) calendar days from the date of receipt of the grievance to respond and/or take action.
  - f. Grievances may not be processed for the following reasons:
    - i. Improper procedure
    - ii. Multiple complaints or issues on one (1) form
    - iii. Unintelligible (does not make sense)
    - iv. Complaints that are not grievance issues:
      - (A) County, State and Federal court decisions
      - (B) County, State and Federal laws and regulations
      - (C) Probation/Parole decisions
      - (D) Other matters beyond the control of the Department
  - g. In the above situations, the grievance will be returned advising you of the reason it was not processed. If applicable, you will be advised of what to do to correct the grievance if you wish to resubmit one.
  - h. The following types of grievances will be discarded:
    - i. Duplicates from the same inmate
    - ii. Anonymously submitted
    - iii. "Group" grievances (submitted by multiple inmates on the same form.)
4. Appeals
- a. If an inmate feels a grievance has not been satisfactorily resolved during the formal grievance process, an appeal may be submitted using the inmate grievance form.
  - b. This must be done within the fifteen (15) days of receiving the formal grievance response. Attach all formal and informal grievances concerning this appeal.
  - c. Clearly state at the beginning of the grievance that this is an appeal of a previously-filed grievance.
  - d. Grievance appeals shall be responded to within thirty (30) calendar days from the date of the receipt of the appeal.