

Section 15: Grievance

Subject: Grievance

Minimum Standard: 5120:1-8-16 (A)(B)

Revised: 7/2017

Authorized: _____ **Effective date:** _____
Sheriff Paul A. Sigsworth

POLICY

The Erie County Jail Inmate Rules and Regulations Pamphlet shall include a grievance procedure that is available to inmates and includes at least one level of appeal. Retaliation by staff for inmate grievances is prohibited.

PROCEDURE

A. Grievance Request

1. When an inmate request to file a grievance, the Corrections Officer shall instruct the inmate to complete a Grievance Request using the Kiosk System in their housing area.

B. Grievance Hearing

1. The Shift Supervisor receiving the Grievance Request will address the grievance as soon as jail activities allow.
 - a. If the grievance is against that Shift Supervisor, the following Shift's Supervisor will address the grievance.
2. The Shift Supervisor will response to their grievance using the Kiosk System.

C. Appeal

1. If the inmate is not satisfied with the Shift Supervisor's response, they will submit a Grievance Request using the Kiosk System to the Jail Administrator.
2. The Jail Administrator will address the appeal as soon as possible.
3. The Jail Administrator will response to their grievance using the Kiosk System.

D. Retaliation

1. The Erie County Jail provides a mechanism by which inmates can effectively express a grievance to the Jail Administrator or designee without fear of being penalized in any way.
2. Retaliation by staff for inmate grievances is prohibited.