

Chapter DOC 310

COMPLAINT PROCEDURES

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Note: Chapter HSS 310 was renumbered Chapter DOC 310 under s. 13.93 (2m) (b) 1., 2. and 7., Stats.

Note: Most of the sections in this chapter have explanatory material relating to the text of the rule. This material can be found in the appendix following the last section.

DOC 310.01 Purpose. (1) The policy of the department of corrections is to afford inmates in adult institutions a process by which grievances may be expeditiously raised, investigated, and decided. If the decision requires a change in administrative practice, the change shall be implemented.

(2) The department has the following objectives for the inmate complaint review system:

(a) To allow inmates to raise, in an orderly fashion, significant issues regarding rules, living conditions, and staff actions affecting institution environment.

(b) To provide the department an early opportunity to decide the issue before an inmate commences a civil action or special proceeding against a department officer, employe or agent in the officer's, employe's or agent's official or individual capacity.

(c) To encourage communication between inmates and staff.

(d) To develop inmates' sense of involvement in and respect for the correctional process.

(e) To explain correctional policy to inmates and staff.

(f) To afford inmates and staff the opportunity to review correctional policy and gain further insight into the correctional system.

(g) To correct any errors and deficiencies in correctional policy through questioning and review.

(h) To allow inmates to raise civil rights grievances.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. (2) (e) and (f), cr. (2) (g), Register, March, 1987, No. 375, eff. 4-1-87; emerg. am. (1), eff. 1-1-90; am. (1), Register, May, 1990, No. 413, eff. 6-1-90; am. (2) (intro.) and (a), renum. (2) (b) to (g) to be (2) (c) to (h) and am., cr. (2) (b), Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.02 Applicability. Pursuant to authority vested in the department of corrections under ss. 301.02, 301.03 (2) and 227.11 (2), Stats., the department adopts this chapter which applies to the department and all inmates confined in a state adult correctional facility. This section interprets ss. 301.02 and 301.03 (2), Stats.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; correction made under s. 13.93 (2m) (b) 7., Stats., Register, March 1987; emerg. am. eff. 1-1-90; am. Register, May, 1990, No. 413, eff. 6-1-90; renum. from DOC 310.015 and am., Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.03 Definitions. In this chapter:

(1) "AA/CRC officer" or "affirmative action/civil rights compliance officer" means the person in the department designated by the secretary to monitor and aid in the investigation and resolution of civil rights complaints.

(2) "Administrator" means an administrator, division of adult institutions, department of corrections, or designee.

(3) "Appropriate reviewing authority" means the warden, bureau director, administrator or designee who is authorized to review and decide an inmate complaint.

(4) "Calendar days" means all days including Saturdays, Sundays, and state legal holidays.

(5) "Calendar week" means Sunday through Saturday.

(6) "CCE" or "corrections complaint examiner" means the employe of the department, who is assigned to a subunit that is not within the division of adult institutions, and who is designated by the secretary to investigate complaints appealed to the secretary.

(7) "Civil rights grievance" means any inmate complaint relating to an incident affecting the delivery of services to an inmate who alleges discrimination on the basis of race, creed, ethnicity, national origin, sex, handicap, age, religion, color, ancestry, sexual orientation or marital status.

(8) "Department" means the department of corrections.

(9) "Director" means a director of a bureau, department of corrections, or designee.

(10) "Emergency" means any situation determined by the secretary to affect the security or orderly administration of the institution or the security, safety, or health of staff.

(11) "ICE" or "institution complaint examiner" means the person or one of the persons at each adult correctional institution designated by the warden to investigate complaints filed by inmates, or designee.

(12) "ICRS" or "inmate complaint review system" means the process by which complaints filed by inmates of adult correctional institutions are investigated and resolved.

(13) "Malicious injury" means injury to the department or a person as the result of hatred, ill will, revenge, or as the result of intent to insult or injure.

(14) "Persons working in the inmate complaint review system or ICRS" means the secretary, deputy secretary, CCE, ICE, ICE support staff, staff who assist an inmate to reduce the complaint to writing, clerical staff who input ICRS data and other staff who by the nature of their jobs have contact with inmate complaints.

(15) "Reprisal" means any action or threat of action against anyone for their good faith participation in the complaint procedure.

(16) "Secretary" means the secretary of the department of corrections, or designee.

(17) "Significant issue" means a serious or important defect or omission.

(18) "Warden" means the warden of the institution at which the complaint was filed, or designee.

(19) "Working days" means all days except Saturdays, Sundays, and state legal holidays.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; r. and recr. Register, March, 1987, No. 375, eff. 4-1-87; am. (5), Register, September, 1988, No. 393, eff. 10-1-88; emerg. am. (1), (2) and (7), renum. (3) to (6), (8) to (12) to be (2) to (5), (6) to (10) and am. (3) and (5), eff. 1-1-90; am. (1), r. (2) and (7), renum. (3) to (6), (8)

to (12) to be (2) to (5), (6) to (10) and am. (3) and (5), Register, May, 1990, No. 413, eff. 6-1-90; (intro.), (1), (4), (6) to (8), (11), (12), (16) to (19) renum. from DOC 310.02 (intro.) to (10) and am. (4), (6), (7), (8), (11), (16), (18), (19), cr. (2), (3), (5), (9), (10), (13) to (15) and (17), Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.04 Exhaustion of administrative remedies. Before an inmate may commence a civil action or special proceedings against any officer, employee or agent of the department in the officer's, employee's or agent's official or individual capacity for acts or omissions committed while carrying out that person's duties as an officer, employee or agent or while acting within the scope of the person's office, the inmate shall file a complaint under s. DOC 310.09 or 310.10, receive a decision on the complaint under s. DOC 310.12, have an adverse decision reviewed under s. DOC 310.13, and be advised of the secretary's decision under s. DOC 310.14. With respect to procedures used by the adjustment committee or hearing officer in a prison disciplinary action under ch. DOC 303, an inmate shall appeal to the warden under s. DOC 303.76 and file an inmate complaint under s. DOC 310.08 (3) in order to exhaust administrative remedies.

History: Cr., Register, April, 1998, No. 508, eff. 5-1-98; corrections made under s. 13.93 (21m) (b) 7., Stats., Register, April, 1998, No. 508.

DOC 310.05 Communication of procedures. The department shall make the written complaint procedure readily available to all inmates. The department shall provide each inmate written notification and an oral explanation of the complaint procedures upon arrival at an institution, including instructions on how to file a complaint at the institution. The department shall provide an inmate the opportunity to ask and have questions answered orally. The department shall make appropriate provisions for non-English speaking, impaired or handicapped inmates.

History: Cr., Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.06 Organization of inmate complaint review system. (1) To use the complaint system, an inmate files a complaint with the institution complaint examiner under s. DOC 310.09 or 310.10.

(2) The ICE then may do any of the following:

(a) Investigate the complaint under s. DOC 310.11;

(b) Reject a complaint in accordance with provisions of this chapter;

(c) Dismiss a complaint in accordance with provisions of this chapter;

(d) Attempt to resolve the complaint under s. DOC 310.11 (7); and

(e) Recommend a decision to the appropriate reviewing authority under s. DOC 310.12 (1).

(3) The appropriate reviewing authority makes a decision under s. DOC 310.12 (2).

(4) An inmate may appeal an adverse decision to the corrections complaint examiner under s. DOC 310.13.

(5) The CCE then investigates and makes a recommendation to the secretary under s. DOC 310.13 (7).

(6) The secretary shall review the CCE's report, make a decision under s. DOC 310.14, and ensure implementation under s. DOC 310.15.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; emerg. am. (5) and (6) (intro.), r. (7), renum. (8) to be (7) and am. (7) (intro.), eff. 1-1-90; am. (5) and (6) (intro.), r. (7), renum. (8) to be (7) and am. (7) (intro.), Register, May, 1990, No. 413, eff. 6-1-90; (1), (2) (intro.) (a) to (c) and (3) to (5) renum. from DOC 310.025 (1), (2) (intro.) (a), (d), (e) and (3) to (5) and am., cr. (2) (b) and (c), Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.07 Inmate complaint review system. (1) To achieve the purpose and objectives of s. DOC 310.01, the department shall maintain an inmate complaint review system in the adult correctional institutions.

(2) Each warden shall appoint an institution complaint examiner whose primary responsibility shall be complaint inves-

tigation. The warden may designate any employee to function as ICE in addition to other duties.

(3) The department shall provide the ICE with office space and clerical support required to implement the ICRS.

(4) The ICE shall have access to institution staff, inmates, and any institution or department records pertinent to that investigation when investigating a complaint.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; emerg. am. (1) and (4), eff. 1-1-90; am. (1) and (4), Register, May, 1990, No. 413, eff. 6-1-90; renum. from DOC 310.03 and am., Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.08 Scope of complaint review system.

(1) An inmate may use the complaint review system individually or with a group of inmates collectively.

(2) An inmate may use the ICRS to raise significant issues regarding rules, living conditions, and staff actions affecting institution environment, except any of the following:

(a) The subject matter of a conduct report that has not been resolved through the disciplinary process in accordance with ch. DOC 303;

(b) A program review committee's decision;

(c) A decision of the parole commission;

(d) The denial of a request for an authorized leave as provided in ch. DOC 326;

(e) A decision on a challenge to an inmate record;

(f) A denial of an open records request.

(3) After exhausting the appeal in s. DOC 302.19, 303.75 or 303.76, an inmate may use the ICRS to challenge the procedure used by the adjustment committee or hearing officer, by a program review committee, or by any decisionmaker acting on a request for authorized leave.

(4) Health care and psychiatric complaints shall be directed to the director of the bureau of health services or designee.

(5) Badger state industries and farm complaints shall be directed to the director of the bureau of correctional enterprises.

(6) The reviewing authority for all other complaints shall be the warden, unless the secretary designates another authority.

(7) An inmate may file civil rights complaints in the ICRS in accordance with the procedures set forth in this chapter. The ICE at the institution level and CCE at the appeals level may request assistance from the department's affirmative action/civil rights compliance officer to investigate or resolve a civil rights complaint.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. (2) (a) and (b) and (3), cr. (5), Register, March, 1987, No. 375, eff. 4-1-87; emerg. am. (4) and (5), eff. 1-1-90; am. (4) and (5), Register, May, 1990, No. 413, eff. 6-1-90; correction in (3) made under s. 13.93 (2m) (b) 1., Stats., Register, June, 1994, No. 462; renum. from DOC 310.04 and am., cr. (2) (a) and (f) and (4) to (6), Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.09 Filing of complaints. (1) An inmate or group of inmates who file a complaint shall file the complaint in writing on forms supplied for that purpose and the inmate or all members of the group filing the complaint shall sign the complaint. An inmate shall not file complaints which are unsigned or which contain language that is obscene, profane, abusive, or threatens others, unless such language is necessary to describe the factual basis of the substance of the complaint. The ICE shall return complaints which do not meet these standards to the inmate. An inmate shall only include one issue in each complaint.

(2) The institution shall provide a supply of complaint forms and make the forms readily available to inmates.

(3) An inmate shall file a complaint within 14 calendar days after the occurrence giving rise to the complaint, except that the institution complaint examiner may accept a late complaint for good cause.

(4) The department shall not exclude impaired, handicapped or illiterate inmates from full participation in the ICRS. If an inmate is unable to write a complaint, an ICRS staff member shall

reduce the complaint to writing and shall read it to the inmate. When the inmate is satisfied with the complaint, the inmate shall sign it if able, or mark it with the inmate's mark, if able. An inmate may also provide assistance to another inmate in preparing a complaint.

(5) An inmate may file a signed complaint by depositing it in a locked box designated for complaints or by placing it in a sealed envelope marked for delivery to the office of the ICE via institution mail.

(6) An inmate may file no more than 2 complaints in any given calendar week, unless the ICE determines in the ICE's discretion that good cause exists to allow the inmate to file more than 2 complaints in the calendar week. However, the ICE shall exercise discretion in determining whether to assign individual complaint numbers or to batch complaints of similar content filed by one inmate. Health and personal safety issues shall be excluded from this section and shall be dealt with in the manner provided by s. DOC 310.11 (3).

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. (2), Register, March 1987, No. 375, eff. 4-1-87; renum. from DOC 310.05 and am., Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.10 Group complaints. (1) Except as noted in this section, the department shall process group complaints in the same way as individual complaints.

(2) Inmates who have a complaint in common may file as a group by using one complaint form. All complainants shall sign the form. The group shall designate a spokesperson or, if none is designated, the first name signed on the first complaint shall be deemed the spokesperson for the group. A group complaint counts as a complaint under s. DOC 310.09 (6).

(3) The CCB [ICE] shall issue a receipt to the spokesperson acknowledging the complaint.

(4) The warden shall determine if decisions shall be issued to all parties to a group complaint or posted in a place accessible to the group.

(5) The department shall not consider group complaints filed in accordance with this section a group petition within the meaning of s. DOC 303.20 and shall not subject the complainants to discipline under that section.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; renum. from DOC 310.06 (1), (2), (5) and (6) and am. cr. (3), Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.11 Processing complaints at the institution level. (1) Unless the institution complaint examiner is absent, the ICE shall collect all complaints deposited in any complaint box in the institution. The warden shall designate a staff member to act as an ICE in the event of an absence of the ICE for longer than 2 working days. The acting ICE shall perform all of the functions of the ICE, including the collection of the complaints. Except as provided in this section, only the ICE shall have access to the complaint boxes, which shall be provided with locks.

(2) The ICE shall assign each complaint a file number and classification code and date for purposes of identification. The ICE shall review and acknowledge each complaint in writing within 5 working days of the date of receipt.

(3) The ICE shall use discretion in deciding the investigatory method best suited to determine the facts, except that the investigation of complaints under s. DOC 310.08 (3) shall be limited to the record. This may include personal interviews, telephone calls, and document and correspondence review. The ICE shall give priority to complaints dealing with health or personal safety.

(4) The ICE may reject a complaint that the ICE determines to be frivolous. An inmate may appeal a rejected complaint because the ICE has determined it to be frivolous only to the appropriate reviewing authority. The ICE may determine the complaint frivolous if the ICE finds one of the following:

(a) The inmate submitted the complaint solely for the purpose of harrasing or causing malicious injury to one or more of the department's employees, agents, independent contractors, or any other person.

(b) The complaint does not raise a significant issue regarding rules, living conditions, or staff actions affecting institution environment.

(c) The complaint does not allege sufficient facts upon which redress may be made.

(5) If an ICE determines that the procedure under these rules would subject the inmate to substantial risk of personal injury or cause other serious and irreparable harm, the ICE shall refer the complaint to the appropriate reviewing authority.

(6) Staff shall respond in writing, if requested, to an inquiry by an ICE investigating a complaint.

(7) The ICE may attempt to informally resolve the complaint at the institution level. The ICE may direct the inmate to discuss the issue with an appropriate institution staff member prior to the complaint investigation. If resolution attempts are successful, the ICE shall record the results in writing and have the complainant sign the report indicating the complainant's acceptance of the resolution. The ICE shall then forward this resolution to the appropriate reviewing authority.

(8) If an inmate is transferred to another institution after a complaint is filed but before the appropriate reviewing authority renders a decision, the ICE shall determine if the complaint is moot because of the transfer and, if so, shall notify the inmate. If the issue still must be decided, the ICE at the institution where the complaint originated shall investigate and make a recommendation to the appropriate reviewing authority.

(9) If an inmate is transferred after an incident but before filing a complaint, the inmate shall file the complaint at the currently assigned institution. The ICE shall forward the complaint to the ICE at the appropriate institution for investigation and decision.

(10) The ICE shall note the persons interviewed and the documents or records used as basis to support the decision or which were relied on in reaching a decision.

(11) Unless extended for cause and upon notice to the complainant, the ICE shall send a report and recommendation to the appropriate reviewing authority within 15 working days from the date of acknowledgment for decision in accordance with s. DOC 310.12. The complainant may waive the time limits in writing to allow completion of an investigation or resolution of the complaint.

(12) The ICE shall follow the code of ethics promulgated pursuant to s. 19.45 (1) (a), Stats.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. (2) and (3), Register, March, 1987, No. 375, eff. 4-1-87; renum. from DOC 310.07 and am., cr. (4), (5), (11) and (12), Register, April, 1998m, No. 508, eff. 5-1-98.

DOC 310.12 Appropriate reviewing authority decision. (1) The institution complaint examiner shall deliver the written recommendation, along with a copy of the institution complaint file, to the appropriate reviewing authority. The appropriate reviewing authority shall make a decision based on the record within 5 working days following receipt of the recommendation unless extended for cause and upon notice to all interested parties.

(2) The appropriate reviewing authority may do any of the following:

(a) Dismiss the complaint.

(b) Dismiss the complaint with modifications.

(c) Affirm the complaint.

(d) Affirm the complaint with modifications.

(e) Return the recommendation to the ICE for further investigation.

(3) If the complainant does not receive the decision within 23 working days of the ICE's receipt of the complaint, the parties

shall consider the complaint dismissed and the complainant may appeal immediately.

History: Cr. Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.13 Review by corrections complaint examiner. (1) A complainant dissatisfied with a decision may, within 10 calendar days after the date of the decision, appeal that decision by filing a written request for review with the corrections complaint examiner on forms supplied for that purpose. The institution shall provide a supply of appeal forms and make the forms readily available to inmates.

(2) The complainant shall send the appeal to the CCE in a sealed envelope that only the CCE or CCE support staff may open or inspect.

(3) The CCE may accept for review an appeal filed later than 5 calendar days after receipt of the decision if the elapsed time has not made it difficult or impossible to investigate the complaint.

(4) The CCE may not review a complaint rejected under s. DOC 310.11 (4).

(5) The CCE shall, within 5 working days after receiving an appeal, issue a written receipt of the appeal to the ICE and the inmate. Within 5 working days of a request by the CCE, the institution complaint examiner shall provide the CCE with copies of the complaint, the ICE's investigation report and associated documentation and the appropriate reviewing authority's decision. The CCE shall give priority to appeals dealing with health or personal safety issues.

(6) The CCE may use any appropriate investigatory method necessary to make a recommendation to the secretary. The CCE shall have full access to inmates, staff, physical plant, and department records. If an appeal necessitates resolution of disputed issues of fact, the CCE may require sworn statements from the principals.

(7) Unless extended for cause and upon notice, the CCE shall recommend a decision to the secretary within 35 working days of receipt of the complaint. Should the CCE fail to make a recommendation within the prescribed time, the appropriate authority's decision shall be affirmed. The department shall notify the inmate of all decisions in writing. If an inmate is unable to read the decision, the inmate may request institution staff or another inmate to read the decision to the inmate. If requested to do so, institution staff shall read the decision to the inmate.

(8) A complainant may waive time limits.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. (1), (3), (4) and (10), Register, March, 1987, No. 375, eff. 4-1-87; emerg. am. (2), (5), (6) and (10), eff. 1-1-90; am. (2), (5), (6) and (10), Register, May, 1990, No. 413, eff. 6-1-90; renum. from DOC 310.09 and am., Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.14 Secretary's decision. (1) The corrections complaint examiner (CCE) shall send the written recommendation, along with a copy of the institution complaint file, to the secretary who shall make a decision based on the record within 10 working days following receipt of the recommendation. The secretary may extend the time for making a decision for cause and upon notice to all interested parties.

(2) The secretary may do any of the following:

(a) Accept the recommendation of the CCE and adopt it as the decision;

(b) Adopt the recommendation of the CCE with modifications;

(c) Reject the recommendation of the CCE and make a decision;

(d) Return the recommendation to the CCE for further investigation.

(3) If no written decision is made by the secretary within the time limit, the findings and recommendation of the CCE shall be deemed to be the secretary's decision, and the secretary shall promptly advise the parties concerned.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. Register, March, 1987, No. 375, eff. 4-1-87; emerg. am. (1), (2) (intro.) and (3), eff. 1-1-90; am. (1),

(2) (intro.) and (3), Register, May, 1990, No. 413, eff. 6-1-90; renum. from DOC 310.10 and am., cr. (3), Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.15 Implementation of affirmed complaint.

(1) The department shall implement an affirmed decision within 30 working days from date of decision.

(2) The department shall notify inmates in writing of affirmed decisions requiring change in institution programs or operations affecting the general inmate population.

(3) Within 30 working days after the secretary issues the decision, the administrator shall notify all affected parties of decisions that affect more than one institution.

(4) If an affirmed complaint has not been implemented at any level within 30 working days after the secretary decides to affirm, the complainant may directly inform the appointing authority in writing of the failure to implement the decision.

(5) If the decision on a complaint requires a change in an administrative rule, the decision maker shall initiate making the change in the rule.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. Register, March, 1987, No. 375, eff. 4-1-87; emerg. am. (2) and (3), eff. 1-1-90; am. (2) and (3), Register, May, 1990, No. 413, eff. 6-1-90; renum. from DOC 310.12, r. (1), renum. (2) to (4) to be (3) to (5) and am., cr. (1) and (2), Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.16 Confidentiality. (1) Except as otherwise provided in this section, the department shall ensure that complaints filed with the inmate complaint review system are confidential. Persons working in the ICRS shall respect the confidential nature of the work. The department may reveal the identity of complainants and the nature of the complaint only to the extent reasonable and appropriate for thorough investigation and implementation of the remedy.

(2) The warden may waive confidentiality of complaints if the security, safety, or health of the institution, staff or inmates is involved.

(3) A copy of material relating to an inmate's written complaint may not be filed in any case file, nor may any notations regarding a complaint be made in those files.

(4) A breach of confidentiality in the process may itself be the subject of a complaint. This type of complaint shall be filed directly with the CCE.

(5) At any time a complainant may waive confidentiality in writing or make public any aspect of a complaint. If the complaint contains a false statement meeting the requirements of s. DOC 303.271, making that false statement outside the inmate complaint review system constitutes the offense of lying about staff.

(6) The department may not subject an inmate to reprisal for using or participating in the ICRS. An inmate shall be entitled to pursue, through the ICRS, a complaint that a reprisal has occurred.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. Register, April, 1985, No. 352, eff. 5-1-85; renum. from DOC 310.13 and am., Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.17 Reports. (1) The institution complaint examiner shall submit quarterly reports to the secretary to indicate the number and type of complaints processed and the disposition of the complaints.

(2) The CCE shall file an annual report with the secretary. This report shall include all of the following:

(a) The number and type of complaints processed at the CCE level of the ICRS;

(b) The number of complaints resolved by mediation at the CCE level;

(c) The number of complaints recommended for dismissal; and

(d) The number of complaints recommended for acceptance.

(3) The CCE may include in its reports other information or make recommendations concerning the ICRS.

History: Cr. Register, April, 1981, No. 304, eff. 5-1-81; am. Register, March, 1987, No. 375, eff. 4-1-87; emerg. am. (1) and (2) (intro.), eff. 1-1-90; am. (1) and (2) (intro.), Register, May, 1990, No. 413, eff. 6-1-90; renun. from DOC 310.14 and am., Register, April, 1998, No. 508.

DOC 310.18 Preservation of records. The department shall keep all records related to an inmate complaint according to

its policies and procedures. The department shall keep all records for at least 3 years following disposition of the complaint.

History: Cr., Register, April, 1998, No. 508, eff. 5-1-98.

DOC 310.19 Suspension of provisions of this chapter. The secretary may suspend any provision of this chapter in an emergency. The secretary may apply the suspension to one or more institutions.

History: Cr., Register, April, 1998, No. 508, eff. 5-1-98.

