


<p style="text-align: center;">CUSTODY DIVISION</p>  <p style="text-align: center;">POLICY AND PROCEDURE</p>	<p>Date Issued: 03/05/1994</p> <p>Last Revised: 3/10/2017</p>	<p>Policy #: CODM 7.19</p> <p style="text-align: center;">Formerly F-06</p>
	<p>Related Policies:</p> <p>CDM 7.02 Prisoner Requests</p>	
	<p>Approved By:</p>  <p style="text-align: right;">#2/14/20</p> <p style="text-align: right;">Chief Deputy Paul Miyamoto</p>	
<p>Chapter: 07 Prisoners</p>	<p>Title: Prisoner Grievances</p>	

POLICY A prisoner grievance policy and procedure is enacted to allow prisoners to resolve disputes regarding issues of confinement.

PURPOSE To comply with Title 15 (Minimum Jail Standards), resolve disputes and enable regular review of conditions of confinement.

I. GENERAL

- A. Prisoners may submit grievances relating to any conditions of confinement, including but not limited to:
 1. Medical Care
 2. Classification Actions
 3. Disciplinary Actions
 4. Program Participation
 5. Telephone
 6. Mail
 7. Visiting Procedures
 8. Food
 9. Clothing and Bedding
- B. Except for allegations of misconduct or the like, informal resolution between the prisoner, sworn employee and a supervisor must be explored before a formal written grievance is submitted.
- C. Grievances may be submitted to any San Francisco Sheriff's Department (SFSD) employee for proper routing.
 1. Staff members may route grievances containing allegations of serious staff misconduct directly to the Custody Operations Division Chief, to the Assistant Sheriff, to the Undersheriff or to the Investigative Services Unit.

- D. Grievances must be filed within fourteen days of the incident or condition being observed.
- E. Grievances regarding imposed discipline shall be sent to the Facility Commander or designee daily.
- F. Grievances will be responded to within the following time frame:
 - 1. Initial response 5 days (7 days for vendors)
 - 2. Appeal response 5 days (7 days for vendors)
 - 3. Grievance regarding discipline 1 day
 - 4. Additional time may be required to locate a bilingual staff person in order to resolve the issue when receiving grievances in a language other than English.
- G. If a prisoner does not receive a response to a grievance filed within thirty days, he / she shall assume his / her administrative remedies have been exhausted.
- H. All grievances will be logged at the facility from where the grievance originated.
 - 1. Complaints against staff will be sent directly to the Facility Commander
- I. Prisoners who regularly file multiple grievances about the same or unrelated matters, or who use the grievance process inappropriately may be considered a “vexatious grievant” and be restricted by the Facility Commander in the number of grievances they may file.
- J. The employee or contractor who responds to a grievance is responsible for obtaining the prisoner’s signature on the grievance.

II. PROCEDURES

- A. The Housing Unit Deputy will:
 - 1. ensure that the housing unit has Prisoner Grievance forms available, and
 - 2. attempt to resolve issues with the prisoner (and a supervisor if necessary).
- B. When a formal written Prisoner Grievance is submitted, the Housing Unit deputy will:
 - 1. attempt to respond to the Prisoner Grievance (if not already attempted),
 - 2. document the resolution or attempt on the Prisoner Grievance form,
 - 3. sign the Prisoner Grievance form in the “Received By” field,
 - 4. forward the grievance to the Watch Commander, and
 - 5. if the grievance has not been resolved, advise the prisoner that a response may take up to seven days.
- C. The Watch Commander or designee will
 - 1. log the grievance
 - a. The log will include
 - i. Name of prisoner

- ### III. FORMS

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B. Prisoner Grievance Form Routing and Responsibility Chart

IV. REFERENCES

Title 15 (Minimum Jail Standards 2008) Section 1073