# Complaint Form

**LOG I.D. NUMBER:**

<table>
<thead>
<tr>
<th>CHECK ONE:</th>
<th>Initial</th>
<th>Emergency</th>
<th>Appeal</th>
<th>Rewrite</th>
</tr>
</thead>
</table>

## Name: Last First Middle DOC number Facility/Office Unit/Cell

WHO (names) or WHAT (policy, procedure, or practice) are you grieving?

LOCATION of incident grieved

DATE of incident

TIME of incident

WITNESS names and DOC numbers (if relevant):

SHORT DESCRIPTION of what happened and how it affected you (ONE issue per grievance):

SUGGESTED REMEDY:

MANDATORY SIGNATURE: Date:

**GRIEVANCE COORDINATOR’S RESPONSE:**

<table>
<thead>
<tr>
<th>Facility/Office Received</th>
<th>Date Received</th>
</tr>
</thead>
</table>

- [ ] Formal grievance/appeal paperwork being prepared
- [ ] Informally resolved
- [ ] You didn’t attend callout
- [ ] Administratively withdrawn

- [ ] Rewrite (see below)
  - Return in 5 working days
  - or by __________________________
- [ ] No rewrite received
- [ ] You requested to withdraw

Sent to:
- [ ] Date sent:
- [ ] Date received:

Informally resolved
- [ ] Not grievable
- [ ] Not acceptable

Comments:

Coordinator (print) Coordinator (signature) Date
TIMEFRAME: Complaints must be filed within 20 working days of the incident. Appeals must be filed within 5 working days of receiving the response. Include log ID # on rewrite or response appealed.

COMMUNITY SUPERVISION: Send completed copies of this form directly to: Grievance Program Manager, Department of Corrections, P.O. Box 41129, Olympia WA 98504-1129.

GRIEVABLE AND NON-GRIEVABLE ITEMS

GRIEVABLE ITEMS: Any incarcerated person may grieve the following, when applicable to their place of confinement or conditions of supervision and when the incident or issue affects them personally:
1. Policies.
2. Application of policies.
3. Lack of policies, rules, or procedures that directly affect the grievant’s own living conditions.
4. Actions of employees, contract staff, or volunteers over whom the facility or supervising office has jurisdiction, including retaliation against the grievant for his/her good faith participation in the grievance program.
5. Actions of other incarcerated persons.

NONGRIEVABLE ITEMS: The following items are NOT grievable:
1. State and federal law, including Washington Administrative Code (WAC).
2. Court decisions.
3. Indeterminate Sentence Review Board (ISRB) decisions.
4. Court ordered Pre-Sentence Investigation (PSI) reports.
5. Community Corrections Officer (CCO) recommendations/testimony to a Department Hearing Officer, court, and/or the ISRB.
6. Special conditions imposed by a CCO per Department policy.
7. Any Department approved procedure that has a formal appeal process. Procedures with a formal appeal process include:
   a. Rejection of incoming or outgoing mail and packages (Prisons ONLY) as WAC 137-48 specifies a formal avenue of appeal.
   b. Grievance and appeal responses. The contents of a grievance/appeal response, and the investigator/recipient, may not be grieved, as the grievant may address his/her concerns regarding a response in an appeal to the next level of review.
   c. Determination by a Grievance Coordinator that a complaint is not grievable, as the decision is appealable to the Grievance Program Manager.
   d. Employees, contract staff, and volunteers may not be grieved for writing an infraction or causing an infraction to be written, as the matter will be adjudicated through the disciplinary process in accordance with WAC.
   e. A Superintendent, Community Corrections Supervisor, or Regional Administrator may not be grieved for his/her decision to designate an incarcerated person as an abuser of the grievance program or restrict that person’s access to the grievance process. Those decisions are automatically reviewed by a designated administrator.
8. Department of Natural Resources (DNR) policies and procedures are not grievable, as the Department has no authority in such matters. Formal conduct grievances may be pursued against DNR staff only in the most flagrant cases, such as physical or sexual abuse, or sexual harassment.

Department policy and written procedure governing these nongrievable issues may be challenged through the grievance process.