

	State of Alaska Department of Corrections Policies and Procedures	Index #: 108.06	Page 1 of 2	
		Effective: 7/22/2013	Reviewed: 8/2011	
		Distribution: Public	Due for Rev: 7/2017	
	Chapter: Administration, Organization, and Management			
	Subject: Citizen Complaints			

I. Authority

In accordance with AS 44.28.030, 33.30.011 and 22 AAC 05.155, the Department of Corrections will establish and maintain a manual of policies and procedures to interpret and implement the statutory and regulatory duties of the department.

II. References

22 AAC 05.155

III. Purpose

To provide for the receipt, investigation, resolution and reporting of citizen complaints.

IV. Application

To all employees.

V. Definitions

A. Citizen Complaint

A verbal or written complaint brought to the department by a private citizen rather than the Ombudsman, a legislator, media representative or an offender.

VI. Policy

A. Operational units must investigate and respond to complaints registered by citizens. Managers shall provide an accurate and specific response to any citizen complaint in a timely manner, and to generally keep their office open to requested interviews by citizens to resolve complaints.

B. If a complaint is informally resolved by a manager and the resolution is generally in the complainant's favor, then no further action is required on a department level with the exception of informing the Special Assistant to the Commissioner or designee. If a complaint cannot be resolved informally in the complainant's favor, the complaint should be copied and forwarded to the Division Director and Special Assistant to the Commissioner for review and direction.

C. The complainant may be advised of the outcome of the investigation and action taken by the operational unit or department.

VII. Procedures

A. A citizen complaint should initially be directed to a manager for informal resolution. If a citizen complaint cannot be resolved informally by the manager, the department employee receiving the complaint shall document the complaint in writing, including the following, at minimum:

1. Name and contact information of person making complaint, the date complaint is taken and the name of the employee taking the complaint, and identity of the facility or program involved;
2. Specific issues and other information provided by the person making the complaint; and any recommendation the citizen makes that they feel will improve the situation.

B. Copies of the information contained in A. above shall be sent to the respective superintendent, chief probation officer or director and to the Special Assistant to the Commissioner, or designee.

- C. The superintendent, chief probation officer or director receiving the complaint shall:
1. Investigate the complaint or assign a staff member to investigate the complaint.
 2. Submit by email a summary of the citizen complaint and actions taken to the Special Assistant to the Commissioner or designee and the Division Director or designee within one working day of receipt of the citizen complaint;
 3. Maintain a permanent record of the complaint documentation.

VIII. Implementation

The policy and procedure is effective on the date signed by the Commissioner. Each manager shall incorporate the contents of this document into local policy and procedure. All local policies and procedures must conform to the contents of this document; any deviation from the contents of this document must be approved in writing by the Division Director.

7/22/2013

Date

SIGNATURE ON FILE

Joseph D. Schmidt, Commissioner
Department of Corrections