

HOW TO FILE A GRIEVANCE



*with the Arizona
Department of Corrections*

*To file an ADA Grievance: follow
the same process*



STEP 1: INFORMAL RESOLUTION PROCESS WITH CO III

Submit within **10 workdays** from date of action causing complaint. Attach copies of all documentation to support complaint. CO III must provide response within **15 workdays**.

STEP 2: FORMAL COMPLAINT

Submit to CO IV within **5 workdays** of CO III's response, using Form 802-1, &/or Inmate Grievance-GF Supplement, Form 802-7.



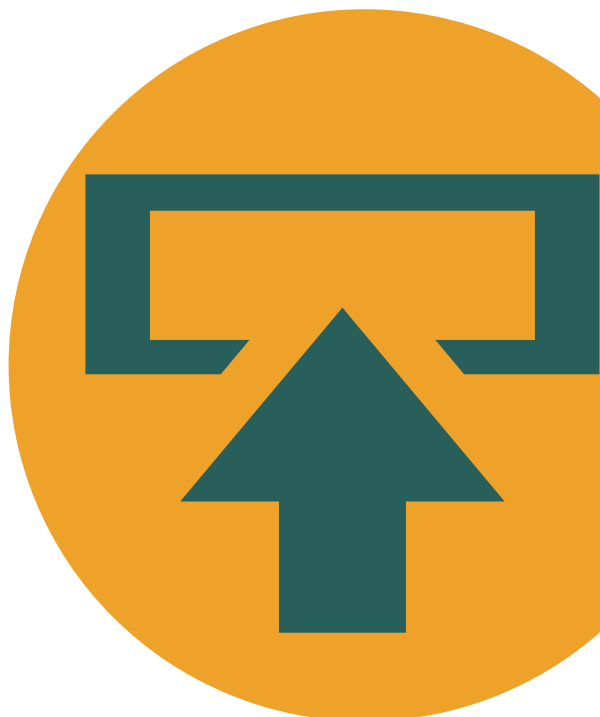
STEP 3: CO IV PROCESSING

Unit CO IV (Grievance Coordinator) logs and assigns a number to each Inmate Grievance form. The Grievance Coordinator may request an additional investigation be conducted and may assign any unit staff member to the investigation to aid in resolution.



STEP 4: WARDEN'S RESPONSE

Within **15 workdays**, a written response including: summary of complaint, description of investigation, summary of findings, & decision and supporting rationale, must be sent to the inmate.



HOW TO FILE AN APPEAL



with the Arizona Department of Corrections



STEP 5: SUBMIT APPEAL TO CO IV

May appeal within **5 workdays** of receipt of the Deputy Warden's decision by submitting an Inmate Grievance Appeal, Form 802-3, to the unit CO IV Grievance Coordinator.

STEP 6: TRANSFER TO CENTRAL OFFICE OF APPEALS

The Grievance Coordinator will log, process & forward all documents to the Central Office Appeals Officer within **5 workdays** of receiving the Appeal form.



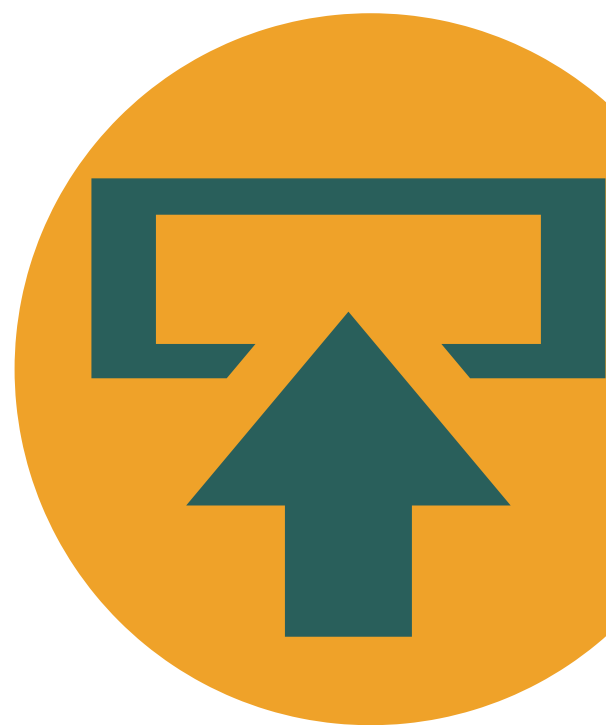
STEP 7: APPEALS OFFICER SUBMITS RESPONSE

COAO may return appeal to Grievance Coordinator for further investigation. Within **30 days**, COAO must prep & submit a response to Director for approval.



STEP 8: FINAL DECISION

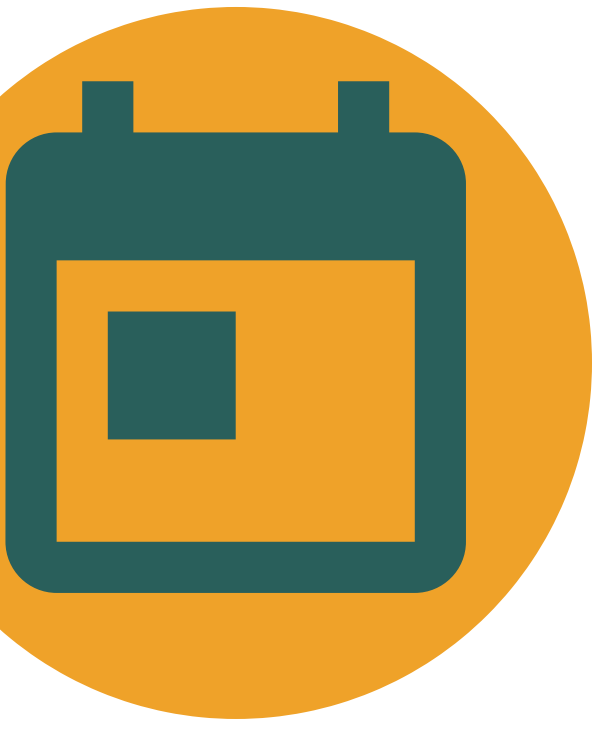
Director's decision is final & constitutes exhaustion of all remedies within the Department.



FAQS: FILING A GRIEVANCE



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WORKDAY VS. CALENDAR DAY

A **workday** is Monday-Friday from 8am to 5pm. State holidays are not counted as workdays. Saturday & Sunday are not counted as workdays. A **calendar** day means each day on the calendar.

WHAT IF I DON'T AGREE WITH THE WARDEN'S APPEAL RESPONSE?

Contact a lawyer to go over your legal options.



WHAT IF ADC DOESN'T RESPOND ON TIME?

If the ADC is not following the deadlines laid out here, you should move on to the next step in the process.

MEDICAL OR NON-MEDICAL GRIEVANCE?

The process is same for both kinds of grievances. **Medical:** recognizing ADA disability, ADA or mobility aid, lowering bunk bed, special meals, etc.

Non-medical: failure to give job assignment due to disability, denied interpreter.



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Current effective 07/05/19.