

**Lewis and Clark County
Criminal Justice Services Department
Pretrial Services Program
Policy and Procedure**

POLICY

Policy Division: Operational

Policy Title: Grievance Resolution - Defendant

Policy #: 5-1

Effective Date: May 2019

Revision History:

Policy Statement: It is the policy of the Pretrial Services Program to provide all program participants with a means of grievance resolution free of coercion, fear of retaliation, and respectful of the rights to fairness and due process.

Procedure: In order to accomplish Policy #5-1 the following procedures are to be observed:

- (1) At the time of admission to supervision all defendants will be informed in writing of the Program's grievance resolution policy and procedures.
- (2) When a defendant believes they have a grievance against an employee of the Program, including an adverse decision, the aggrieved defendant may submit a written grievance to the Criminal Justice Services Department Director describing the basis of the grievance in as much detail as possible.
- (3) Upon receipt of the written grievance, the Director will acknowledge receipt in writing to the grievance within five (5) working days and initiate an investigation of the grievance or review of the adverse decision within ten (10) working days. Under routine circumstances the Director will complete all grievance investigations and adverse decision reviews within thirty (30) days and will notify the complainant of the disposition of the grievance within five (5) working days of the completion of the grievance investigation or adverse decision review; and
- (4) When the Director is the subject of the complaint, the program participant may submit their written grievance to the Judicial Officer assigned to their case; the process deadlines described above apply; the decisions of the Judicial Officer are final.

Policy 5-1 meets NAPSA Accreditation Standard 2.07