

# INMATE REQUESTS

## *Reference Sheriff's Policy and Procedure section N.3 Inmate Request Form*

Inmate Request Forms are available for inmates in order to request different items or services. All inmate request forms are routed to the appropriate Detentions personnel for timely review and response.

Inmate Request Forms which are handled by the Inmate Processing Division are:

- Inmate Request (form J-22R)
- Check Cashing Request (J-48)
- Inmate Request for Court Appearance (Form J-70) - To be forwarded to Sheriff's Warrants Office. MS O-41.
- Incoming/Outgoing Property Request (Forms J-53/J-54)
- Inmate Grievance (Form J-22G)
- Other forms used at specific facilities due to special circumstances

Inmate Request Forms are routed to the individual responsible for giving a final disposition of the request by the Housing Deputy. In some instances, the Housing Deputy may provide final disposition of the request without further processing. The Request Forms are routed out of the housing area for actions only when the Housing Deputy is unable or is not authorized to provide the final disposition. All inmate requests are signed with the Deputy's name and ARJIS number.

When a final disposition is made, the inmate is notified of the disposition by returning the request form to him/her with appropriate responses noted in the remarks section.

The Inmate Request Forms is routed by the Housing Deputy as indicated below unless individual facility procedures dictate differently.

1. Control/Booking
  - a. Money Balances
  - b. Release Dates
  - c. Court Dates and Times
  - d. Information on charges, releases, bail and holds
  - e. Inmate request for court appearance
2. Stock Clerk or designated person
  - a. Incoming/outgoing property slips
  - b. Requests regarding clothing or other personal property

Inmate request forms are processed in an efficient and expeditious manner. Personnel are not to intentionally delay or fail to process such forms with the intent to punish, harm or harass any inmate or other person.

## **INMATE GRIEVANCES**

If an inmate has an issue to grieve he/she will request an Inmate Grievance (Form J-22) from the housing deputy. He/she may also use any other writing material. The inmate will fill the form out and deliver it back to the housing deputy or other employees at any time. The deputy or other employee who initially receives a grievance will sign his/her name and ARJIS number on the grievance form along with the date and time.

If the grievance is regarding professional staff, it is forwarded immediately to the Processing Sergeant. The Sergeant forwards the grievance to the on-duty Detention Processing Supervisor (DPS) for action. All related actions and responses are documented in JIMS.

The DPS will make the determination to handle as a grievance or investigate as a complaint against an employee. If it is determined to be a valid grievance the DPS will make a JIMS entry, and the name(s) of individual employee(s) will be omitted. If it is handled as a complaint against staff, the corresponding box on the form is checked and the complaint is handled appropriately, without an entry in JIMS.

After a grievance is resolved, it is closed out of JIMS. The individual resolving the grievance completes the Grievance Detail section in the Pending Grievance Report in JIMS WEB by entering the following:

- His or her name as the “Action Officer”
- The “Action Date” of the resolution
- The “Action Taken” that resolved the grievance

***NOTE: Unless each field is filled with the appropriate information, JIMS will not remove the grievance from the pending grievance queue.***

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