

# THE GRIEVANCE PROCESS

TIME FRAMES	STAGES OF GRIEVANCE	WHAT HAPPENS
Within <b><u>2 days</u></b>	<b>Incident</b> occurs	Prisoner attempts to resolve problem
Within <b><u>5 business days</u></b> of attempt to resolve	Sign and file <b>Step I Grievance</b> , CSJ-247A (prisoner keeps goldenrod copy)	Step I Grievance Coordinator receives and completes form. Prisoner waits for response of accepted or rejected. If no response, prisoner writes again to Grievance Coordinator (keep copy of this 2nd request).
Within <b><u>15 business days</u></b> of receipt of form, or by extended due date		Grievance Coordinator must respond. If not received, prisoner writes again to request. Date will tell you when your response is due. If satisfied, prisoner signs off.
Within <b><u>5 days</u></b> of receiving Step I response or by its due date	Request <b>Step II appeal form</b> , CSJ-247B; include identifier, copy of request.	Prisoner waits for Step II appeal form. If no response within a few days, within a week send copy of grievance and kite(s) requesting appeal form. Include identifier; keep copy of request.
Within <b><u>15 business days</u></b> of receiving appeal or by extended due date	File <b>Step II Grievance</b> appeal	Grievance Coordinator receives Step II grievance appeal form. Prisoner waits for response, CAJ-978. If Step II appeal was late, Grievance Coordinator will send instructions. If response is unacceptable, or not received, proceed to Step III.
<b><u>Within 10 business days</u></b> of deadline for receiving <b>Step II</b> response	<b>Step III Grievance</b> is filed on white copy of Step II appeal form, CSJ-247B. If no Step II response, use goldenrod copy of CSJ-247B appeal. Attach pink copy of appeal.	Step III Grievance is filed by prisoner.
<b><u>No</u></b> time limit for response to <b>Step III grievance</b> , but	<b><u>entire</u></b> grievance process must take <b>no longer than 120 days</b> plus any extensions that were granted	
	Administrative remedies exhausted.	Prisoner begins <b>legal action</b> .

Created by the Family Advisory Board  
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