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SHERIFF

ISSUE: 22-17

TRAINING BULLETIN

DATE: 06/15/2022

INMATE GRIEVANCE COLLECTION, PROCESSING, AND DISTRIBUTION

The purpose of this training bulletin is to remind supervisors and staff how to appropriately address incoming grievances in a timely manner in accordance with policies and mandated procedures.

Post Orders will dictate which staff for each facility will collect, process, and distribute the incoming grievances. It will be incumbent upon staff to review policy, directives, and training bulletins to ensure processes are being followed.

DBPPM I-200 Inmate Grievances states:

“Each written grievance a deputy receives will be forwarded directly to the on-duty shift supervisor, who will act upon it if appropriate, or forward it to the compliance section for processing.”

“Deputies will make every reasonable effort to resolve inmate grievances informally so that a written grievance is not necessary. However, if the deputy cannot resolve the grievance and the inmate still requests a grievance form, the deputy will give the inmate an inmate grievance form.”

Generally, once grievances are reviewed by the on-duty shift supervisor, they will be distributed to staff for response, forwarded to the appropriate section manager if it involves staff misconduct, or placed in the facility “Admin Tray” for processing.

Grievance processing generally includes but is not limited to the following:

- Ensure grievances have the required information included by the complainant.
- Ensure the yellow copy was given to the complainant.
- Ensure it is signed by the on-duty shift supervisor.
- Forward the grievance to the compliance section.

All written grievances, responses, and appeals will be tracked by the Lerdo Compliance Section.

Each facility will have a designated grievance box. The Justice Facility “Grievance/Compliance Box” is in the Justice Facility Mail Room. The Pre-Trial Facility “Grievance/Compliance Box” is inside of the Pre-Trial Clerical Office.

The compliance section will check the grievance box at each Lerdo Facility daily, with the exception of weekends and holidays.