KERN COUNTY SHERIFF'S OFFICE

Detentions Bureau
Policies and Procedures

TITLE: INCARCERATED PEOPLE GRIEVANCE TRACKING I-250

EFFECTIVE:	REVIEWED:	REVISED:	UPDATED:
March 21, 2014	04-01-2026	08-25-2015	07-11-2024

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REFERENCE: Title 15, Section 1073, Prison Litigation Reform Act of 1995 (PLRA) DBPPM Section G-1210, I-200, DPPM Section D-300

POLICY

In order to ensure that all incarcerated people grievances and requests for appeal are answered within a timely manner, the Lerdo Compliance Section will track all incarcerated people grievances, answers and appeals. All grievance information will be archived in a centralized location that will allow for timely retrieval when records are needed.

DIRECTIVE #1

All Lerdo facilities will have a designated grievance box. The shift supervisor will place all written incarcerated people grievances and related paperwork in the box for processing by the Lerdo Compliance Section. In the case of an issue in which a delay may cause substantial risk of personal injury or damage, the supervisor will investigate and act upon the issue as soon as possible; if the supervisor is able to resolve the grievance, they will place the original grievance form and a copy of their response in the facility grievance box.

DIRECTIVE #2

The Lerdo Compliance section will collect grievances and all related paperwork (answers to grievances, incarcerated people request for appeal) from the grievance boxes at all Lerdo facilities daily, with the exception of holidays and weekends. The Inmate Reception Center (IRC) Administrative Sergeant will scan and e-mail all grievance materials to the Compliance Section SST. All original forms will be forwarded to the Compliance Section SST for archiving.

DIRECTIVE #3

All grievances and related paperwork will be scanned and electronically archived on the designated network drive by the Lerdo Compliance Section. All original forms will be retained and archived by the Compliance Section for a minimum of 5 years.

After the originals have been scanned, the Compliance Section SST will route an electronic copy to the appropriate supervisor or section manager for response via e-mail.

Procedure A: Scanning and Archiving of Incarcerated people Grievances

Upon receipt of incarcerated people grievances, the Lerdo Compliance Section SST will:

- Place the grievance into the automated date/tracking number stamping machine;
- Scan the stamped grievances and archive them on the designated network drive.

The grievance information will be entered into a tracking spreadsheet that contains:

- Sequential tracking number;
- Incarcerated people Information including name, booking number, LAR # and housing location;
- Date of grievance, date received by staff, date received by compliance;
- Whether the grievance was filed within 10 days of the incident;
- Section affected;
- Name of supervisor (or section manager) forwarded to;
- Date forwarded;
- Date of response deadline.

Incarcerated people grievance appeals will be tracked utilizing the same method.

Procedure B: Distribution of Incarcerated people Grievances and appeals

After the grievance has been scanned and entered into the database, the original will be filed, and a scanned copy will be forwarded to the supervisor of the appropriate unit via e-mail for response. The supervisor will be given a date that the grievance must be answered by. If a grievance contains allegations of staff misconduct, it will be e-mailed to the appropriate section manager.

Procedure C: Tracking of Grievances Alleging Staff Misconduct

Upon receipt of an e-mail or scanned grievance from a section manager as outlined in DBPPM I-200, Procedure E, the Compliance Sergeant will:

- Obtain a tracking number for the grievance;
- Provide the section manager with the assigned tracking number via e-mail;
- Enter the information provided into the grievance tracking spreadsheet.