

	State of Indiana Indiana Department of Correction	Effective Date	Page 1 of	Number
		4/1/2022	1	1.21A
<b>HEALTH CARE SERVICES          DIRECTIVE-ADULT          Manual of Policies and Procedures</b>				

Title <b>GRIEVANCE PROCESS</b>
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Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5	01-02-101    00-02-301	National Correctional Healthcare Standards

I. PURPOSE:

This Health Care Services Directive (HCSD) describes the required adherence to the Department's Grievance Process.

II. GUIDELINES:

- A. The Department's grievance process is described in detail in Policy and Administrative Procedure 00-02-301, "The Offender Grievance Process." Health Services personnel shall adhere to the policy and administrative procedure.
- B. When a Health Services staff member receives a concern from an incarcerated individual or any other individual, the Health Services Administrator, or designee, is expected to review the concern and address significant issues even if the grievance process is not initiated.
- C. The Health Services Administrator shall maintain a log of grievances received and respond to the Grievance Specialist within five (5) business days of receiving a grievance.
- D. Grievances shall be reviewed by the facility's Quality Assurance Committee.
- E. Health Services staff shall respond to attempts at informally resolving grievances in a timely manner.

III. APPLICABILITY:

This HCSD is applicable to all facilities providing Health Services to incarcerated adults.

signature on file

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 Kristen Dauss, MD  
 Chief Medical Officer

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 Date