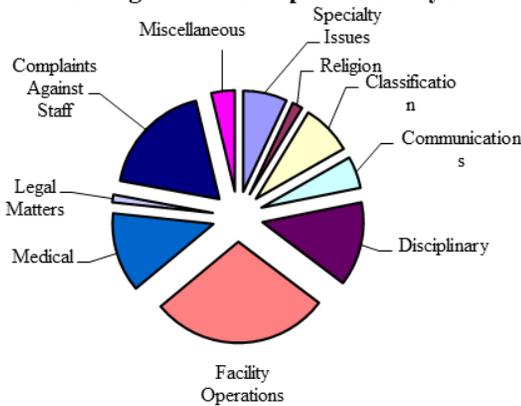


**Summary of Inmate Grievances by Issue
Step 1 - FY23**

000	Specialty Issues	5,836
100	Religion	1,436
200	Classification	8,547
300	Communications	7,837
400	Disciplinary	14,815
500	Facility Operations	34,810
600	Medical	12,330
700	Legal Matters	1,275
800	Complaints Against Staff	16,373
900	Miscellaneous	2,250
	Totals	105,509

Average Grievances per Month by Issue



**Summary of Inmate Grievances by Issue
Step 2 - FY23**

000	Specialty Issues	1,116
100	Religion	263
200	Classification	1,514
300	Communications	1,064
400	Disciplinary	5,384
500	Facility Operations	5,462
600	Medical	2,694
700	Legal Matters	336
800	Complaints Against Staff	2,785
900	Miscellaneous	621
	Totals	21,239



**Inmate Grievance Program
Mission Statement**

To promote awareness and positive intervention between staff and inmates, to identify and resolve issues at the lowest possible level, and to facilitate the flow of information between the units and agency leaders.



The Inmate Grievance Program provides the agency with a means of identifying issues and facilitating corrective action, which contributes to a safer environment for staff and inmates. The program offers all inmates a formal mechanism through which they can present written complaints regarding their classification, property, disciplinary status, and other issues within the agency's control. The program also provides administrators with information regarding unit trends and potential issues.

**Texas Department
of
Criminal Justice**



**Inmate Grievance
Program**

Administrative Review &
Risk Management Division



Frequently Asked Questions

How does the inmate grievance process work?

Inmates are encouraged to informally resolve their concerns at the lowest possible level. If unsuccessful, then an inmate shall complete and submit an I-127, Step 1 Inmate Grievance Form within 15 calendar days of the alleged incident with the Unit Grievance Investigator (UGI). There are multiple "Grievance" mailboxes throughout each TDCJ facility. All inmates, including those assigned to private facilities may utilize the inmate grievance process by placing their complete I-127 and/or I-128, Step 2 Inmate Grievance forms in the "Grievance" mailbox. For those inmates in restricted housing, unit grievance staff shall pick up those I-127 and/or I-128 forms cell-side.

Step 1 Process: The UGI has 45 days to conduct an investigation and respond to the inmate with regards to medical allegations and can request an additional 45 day extension. The UGI has 30 days to conduct an investigation and respond to the inmate with regards to disciplinary appeals and can request an additional 30 day extension. The UGI has 40 days to conduct an investigation and respond to the inmate with regards to all other allegations and can request an additional 40 day extension (excluding emergency allegations).

Step 2 Process: Upon the inmate's receipt of the Step 1 response, the inmate then has 15 calendar days from the date the Step 1 was returned to the inmate to file a Step 2. If an inmate wishes to file a Step 2 grievance, the inmate will be required to complete the I-128 and submit it with the original I-127 to the UGI.

The UGI will forward the original I-127, I-128, and a copy of all of the investigative documentation to the Central Grievance Office (CGO) for investigation and response. The Health Services Department has 45 days to conduct an investigation and respond to the inmate with regards to medical allegations and can request an additional 45 day extension. The CGO has 30 days to conduct an investigation and respond to the inmate with regards to disciplinary appeals and can request an additional 30 day extension. The CGO or proponent (Access to Courts, Chaplaincy, Mail Systems Coordinator's Panel, Officer of Inspector General, Risk Management or Transportation

Department) has 40 days to respond to all other allegations and can request an additional 40 day extension (excluding emergency allegations).

Please note that in accordance with state and federal laws, inmates are required to complete / exhaust their administrative remedies prior to seeking legal remedies.

What kind of inmate grievance information can the public obtain?

Inmate grievance information is confidential and not releasable to the public. The agency can not release the grievance number, the allegation(s), or the outcome of the investigation. If the inmate chooses, the inmate may release information with regards to a grievance. The only grievance information that can be released to the public is if a particular grievance is open or closed.

What issues are grievable through the inmate grievance process?

- The interpretation or application of TDCJ policies, rules, regulations, and procedures;
- The actions of an employee or another inmate, including denial of access to the grievance procedure;
- Any reprisal against an inmate for the good faith use of the grievance procedure or Access to Courts;
- The loss or damage of authorized property possessed by persons in the physical custody of the Agency for which the Agency or its employees, through negligence, are the proximate cause of any damage or loss;
- Matters relating to conditions of care or supervision with the authority of the TDCJ, for which remedy is available.

What issues are not grievable through the inmate grievance process?

- State or federal court decisions, laws and/or regulations;
- Parole decisions;
- Time - served credit disputes should be directed to the Classification and Records, Time Section;
- Matters for which other appeal mechanisms exist;

- Any matter beyond the control of the agency to correct.

Why would a grievance be returned to the inmate and not processed?

- The grievable time period has expired. Inmates have 15 calendar days from the date of the alleged offense to properly submit an I-127 and/or I-128.
- Submission in excess of 1 every 7 days. Inmates may only submit one I-127 every 7 days, excluding disciplinary appeals, medical grievances, and emergency issues.
- Originals not submitted. Inmates may not submit carbon copies even if they have an original signature. The original I-127 must be submitted with an I-128.
- Inappropriate / excessive attachments. Inmates are required to submit their allegations in one I-127 or I-128 form and in the space provided. They may only attach official documents that support their claim, such as answered I-60's, answered sick call requests, property papers, and other similar items.
- No documented attempt at informal resolution. Inmates are required to attempt to resolve issues with a staff member prior to filing a grievance. That attempt must be documented in the space provided on the I-127 form.
- The issue presented is not grievable. Inmates may not appeal disciplinary offenses until after the disciplinary hearing.
- Redundant. Inmates may not repeatedly grieve matters already addressed in a previous grievance.
- The text is illegible / incomprehensible. Inmates shall write their grievance so that it can be read and understood by anyone.

Inmates who submit their I-127 or I-128 directly to the CGO or any other Department or entity will only delay the grievance process. In addition, the delay could cause the inmate's grievance to be screened and unprocessed.