



THE CITY OF NEW YORK  
DEPARTMENT OF CORRECTION



## DIRECTIVE

[ ] NEW [ ] INTERIM [X] REVISED			SUBJECT		
EFFECTIVE DATE 03/19/14		*TERMINATION DATE / /	INMATE GRIEVANCE AND REQUEST PROGRAM		
CLASSIFICATION # 3376	SUPERSEDES See below	DATED 09/10/12	APPROVED FOR WEB POSTING <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	DISTRIBUTION A & B	PAGE 1 OF 2 PAGES
RECOMMENDED FOR APPROVAL BY REVIEW BOARD MEMBER  EVELYN A. MIRABAL, CHIEF OF DEPARTMENT SIGNATURE			AUTHORIZED BY ACTING COMMISSIONER  MARK CRANSTON SIGNATURE		

## REVISION NOTICE

1. Directive #3376, entitled INMATE GRIEVANCE AND REQUEST PROGRAM, dated 09/10/12, is hereby amended as specified below:
2. Page 2, paragraph F. is hereby amended to read:

F. To file a request or grievance, the inmate is required to use the IGRP Statement Form (Form 7101R, Attachment B) to submit his/her request or grievance. If a request or grievance is not submitted on the proper form, IGRP staff shall provide the form as described in Section IV.D.4, below. Upon completion of the IGRP Statement Form, the inmate shall: (1) deposit the form into a "grievance and request box," located in the inmate's housing area or other common area, (2) personally deliver it to the IGRP Office, or (3) for inmates in punitive or administrative segregation, hospital wards, mental observation units, or other special population housing areas who cannot directly access a grievance and request box or the IGRP office, give it to IGRP staff during IGRP staff visits (a minimum of three times per week) to housing areas. The IGRP shall provide the inmate with a receipt as proof of filing within two business days of receiving the form. The IGRP shall provide an informal resolution (section IV.G.5) within five business days of receiving the form. If the inmate is not satisfied with the informal resolution that IGRP staff provides, the inmate can appeal the resolution.

1. Similarly, any third party request or grievance sent through any departmental unit (i.e. Constituent Services, ID, Legal, etc.) will be forwarded to the Inmate Grievance Resolution Program Director and the Grievance Coordinator at the inmate's housing facility. The Grievance Coordinator will promptly speak to the inmate to advise the inmate that the third party request has been received but that the matter can only be addressed through the grievance process, and determine whether s/he wishes to follow through and file the request or grievance. Pursuant to established procedures, a substantive response to the grievance will be provided to the forwarding unit (i.e. Constituent Services) within 7 calendar days.

NEW MATERIAL BOLD AND UNDERLINED

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3. All other provisions outlined in Directive #3376 dated 09/10/12 shall remain in full force and effect.