



**ADMINISTRATIVE REGULATION**  
**STATE OF ARKANSAS**  
**BOARD OF CORRECTIONS**

**Section Number: Page Number:**  
**ADC 835 1**  
**ACC AR 7.14**

**Board Approval Date:**  
**11/14/96**

<b>Supersedes:</b> <b>DOC 835</b> <b>DCP 7.14</b>	<b>Dated:</b> <b>2/17/94</b> <b>2/17/94</b>
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<b>Reference:</b>	<b>Effective Date:</b> <b>12/16/96</b>
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**SUBJECT: GRIEVANCE PROCEDURES FOR OFFENDERS**

- I. AUTHORITY.** The Board of Corrections (Board) is vested with the authority to promulgate this administrative regulation by Ark. Code Ann. ' ' 12-27-105, 16-93-1203 and 16-93-1205 (Michie Supp. 1995).
- II. APPLICABILITY.** This policy applies to Arkansas Department of Correction (ADC) and Arkansas Community Correction (ACC) staff, inmates and residents of Residential Centers.
- III. POLICY.** It is the policy of the Board that offenders are provided an opportunity to submit grievances regarding policy, conditions, incidents or actions related to incarceration/confinement which directly impacts them.
- IV. GUIDELINES.**
  - A.** Administrative directives establishing procedures will be set forth by each Agency.
  - B.** Procedures shall, at minimum, provide for the following: offender notice of the grievance process; timely, effective and impartial processing of grievances; an appeals process; appropriate documentation of grievance activity; and speedy disposition of emergency situations, with security and safety the paramount concern.
  - C.** Use of the grievance procedure shall occur without restraint, coercion, discrimination, interference or reprisal. Violation of this guideline shall result in prompt and decisive action.
  - D.** The grievance procedure shall exclude complaints regarding release, transfer, disciplinary or other matters excluded by administrative directives.
- VI. STANDARDS.** American Correctional Association Standards for Adult Community Residential Services, 4th edition, standard 4-ACRS-6B-03 and Standards for Administration of Correctional Agencies 2<sup>nd</sup> Edition 2-CO-3C-01, Performance-Based Standards for Adult Probation and Parole(Field Services) 4-APPFS-2G-02