

GEORGIA DEPARTMENT OF CORRECTIONS



**Standard Operating Procedures**

**Policy Name:** Offender Health Concerns and Complaints

**Policy Number:** 507.04.03

**Effective Date:** 8/31/2023

**Page Number:** 1 of 2

**Authority:**  
Commissioner

**Originating Division:**  
Health Services Division  
(Physical Health)

**Access Listing:**  
Level II: Required Offender  
Access

**I. Introduction and Summary:**

Offenders will have access to a process for communicating (in writing) health care related concerns or complaints that complements the formal statewide grievance procedure. This procedure is applicable to all facilities that house Georgia Department of Corrections (GDC) offenders to include private and county prisons.

**II. Authority:**

- A. Ga. Comp. R. & Regs. 125-3-3-.01, 125-3-3-.02, 125-3-3-.03.
- B. GDC Standard Operating Procedures (SOPs): 227.02 Statewide Grievance Procedure and 507.03.09 Orientation Training for Health Care Personnel.
- C. NCCHC Adult Standard: P-A-10; and
- D. ACA Standards: 5-ACI-6A-01, 5-ACI-6C-01, 4-ACRS-4C-01, and 4-ALDF-4D-24.

**III. Definitions: None.**

**IV. Statement of Policy and Applicable Procedures:**

Each facility will take the following actions to ensure a mechanism is in place for offenders to express health care related concerns as a complement to the formal grievance process:

- A. All offenders entering a GDC facility will receive an orientation regarding the facilities health care concern system.
- B. The Responsible Health Authority or designee will serve as the health care concern coordinator to oversee the process.

GEORGIA DEPARTMENT OF CORRECTIONS



**Standard Operating Procedures**

**Policy Name:** Offender Health Concerns and Complaints

**Policy Number:** 507.04.03

**Effective Date:** 8/31/2023

**Page Number:** 2 of 2

**Authority:**  
Commissioner

**Originating Division:**  
Health Services Division  
(Physical Health)

**Access Listing:**  
Level II: Required Offender  
Access

- C. Offenders will use either a Health Services Request Form (PI-2064), other approved form, or handwritten note/letter to submit concerns or complaints. Notes/letters should be addressed to the Responsible Health Authority or designee.
- D. Completed documents will be placed in the Sick Call box for processing by medical personnel. If a secured Sick Call box is not immediately available, the offender should place the health care concern documents in an envelope, seal it and give it to a correctional officer to place in the Sick Call box.
- E. The Responsible Health Authority or designee will investigate the offender's complaint or health care concern as soon as possible but no later than seven (7) working days from receipt of the complaint. A written reply to the offender regarding the health care concern will be provided within fourteen (14) working days. The Responsible Health Authority should maintain on file a copy of the health concern/complaint and reply at the facility for four (4) years from the date of the reply to the offender.
- F. A tracking log will be maintained (paper or electronic) to document the name, State I.D., date of receipt for the offender health care concerns, nature of concern and date of reply to the offender.
- G. A health care concern report will be included as an agenda item for CQI Meetings.
- H. There is a system for resolving offender grievances relating to healthcare concerns. Refer to SOP 227.02, Statewide Grievance Procedure.
- V. **Attachments:** None.
- VI. **Record Retention of Forms Relevant to this Policy:** None.