



Department of Corrections

INTERNAL MANAGEMENT POLICY & PROCEDURE

Applicability: ☐ Adult Operation Only ☐ JUVENILE Operations Only ☒ DEPARTMENT-WIDE

IMPP #: 01-109D

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ADMINISTRATION, ORGANIZATION AND MANAGEMENT: Resident Requests to Staff and Grievance Procedures

Original Date Issued: 04-03-26 Replaces IMPP Issued: 04-03-26 **CURRENT EFFECTIVE DATE: 04-22-2026**

Approved By: 

, Secretary

Next Scheduled Review: 04/2029

POLICY

The Department of Corrections shall develop and maintain open lines of communication between all levels of staff and the resident population so that a resident may convey to staff their personal and facility concerns. Communication between residents and staff is essential to the efficient operation of all correctional facilities.

DEFINITIONS

None.

PROCEDURES

I. Resident Request to Staff Member

- A. A resident may submit written communication to facility staff by using a Form-9. Form 9's shall be available electronically and on paper.
 1. The resident request shall be respectful, concise and shall avoid name calling, foul language or other disrespectful communication.
 2. If this resident request is not in compliance with this requirement, then the request will be promptly returned to the resident unanswered.
- B. The resident shall complete the Form-9 by providing all information requested of the resident (i.e., work assignment, living unit assignment, etc.).
- C. Each facility shall establish internal procedures for the submission of form-9s to designated staff.
 1. Facilities may require paper form's to be reviewed and signed by security personnel in the living units prior to submission to the intended recipient.
- D. The staff person receiving the Form-9, whether on paper or electronically, shall answer the section titled, "Disposition" or, alternately, forward the request to the appropriate staff member for response.
 1. At their discretion, staff may retain a copy of the Form-9 response in the resident's central imaging file.

II. Staff Processing of Form-9 From Resident

- A. Staff receiving a Form-9 from a resident shall answer as soon as possible.
- B. Staff may respond to or resolve a Form-9 request in person and shall document the response provided to the resident.
- C. Under no circumstances shall more than 10-working days elapse before an answer is provided.
 - 1. An interim response shall be provided to a resident in the event no firm or final answer can be provided within the 10-working day period.
- D. Staff members receiving repetitive or redundant Form-9's may return such Form-9's to the resident without response. The staff member shall document such action in the resident's electronic file.

III. Grievance Procedures

- A. Residents shall use the Form-9 as their means of "informal resolution" in accordance with Article 15 "Grievance Procedure for Inmates and Parolees" located in the Inmate Rule Book (adult facilities), or "Offender Grievance System" in the Juvenile Offender Rule Book (juvenile facilities).
 - 1. If the informal resolution attempt fails, the grievance system may then be used in accordance with K.A.R. 44-15 and K.A.R. 123-15.
- B. Grievances submitted shall pertain to only one (1) topic.
- C. Residents shall not have more than three (3) active grievances in process at any given time. Additional grievances shall be returned to the resident unanswered.
- D. Repetitive grievances shall be rejected.
- E. Grievance forms containing harassing, intimidating or abusive language will be returned to the resident with no response.
- F. Grievances submitted regarding the following shall be returned to the resident as non-grievable matters and shall not require a substantive answer to the resident:
 - 1. Disciplinary procedures;
 - 2. Classification decision-making process;
 - 3. Property loss or personal injury claims procedure; or
 - 4. Procedures for censorship of publications specified in the secretary's internal management policy and procedure.
- G. Staff responding to a grievance at any level shall use the Grievance Transmittal Form (Attachment A) if any of the criteria are met to return the grievance to the resident without a response.

IV. This IMPP must serve as final policy in all departmental facilities, and no General Orders shall be developed or implemented on this subject.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff, residents, and residents and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees, residents, or residents, or an independent duty owed by the Department of Corrections to employees, residents, residents, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or

organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS

None.

REFERENCES

K.A.R. 44-15 and K.A.R. 123-15.

HISTORY

04-03-26 Original
04-22-26 Revision 1

ATTACHMENTS

Attachment	Title of Attachment	Page Total
A	Grievance Transmittal Form	1 page

KANSAS DEPARTMENT OF CORRECTIONS
Grievance Transmittal Form

Facility: _____

Date _____

To: Resident Name: _____

KDOC Number: _____

Facility, Housing Unit, & Cell: _____

From: _____ ☐ Secretary's Designee ☐ Other

The attached form is being returned without action being taken because:

- ☐ You did not submit the grievance within 15 days of discovery of the incident giving rise to the grievance.
- ☐ You did not submit the appeal within 10 days of the review authority's decision.
- ☐ The form is not legible.
- ☐ You did not include with the grievance an answered or signed *Form-9* that shows your attempts to resolve the issue informally with applicable staff.
- ☐ You have three (3) open/active grievances (including appeals) in the system, which is the maximum number you are allowed.
- ☐ You have raised more than one specific issue.
- ☐ The grievance does not contain a reasonable and clear description of the problem.
- ☐ The grievance does not describe how you tried to resolve the issue informally.
- ☐ The grievance does not contain specific information such as dates, places, and names.
- ☐ The grievance is not written in a civil, concise, or understandable language; or it is not to the point. (Grievances cannot contain vague issues/complaints, personal attacks, threats, or harass staff members.)
- ☐ You did not suggest a solution.
- ☐ You did not sign the form.
- ☐ You cannot submit your appeal until the grievance decision is rendered.
- ☐ The issue was previously grieved under grievance number: _____
- ☐ The issue/complaint is not grievable and must be addressed as follows:

- ☐ You cannot grieve the length of your sentence or a decision that is under the jurisdiction of the court.
- ☐ This problem is beyond the Kansas Department of Correction's (KDOC's) control.
- ☐ Other _____

