

## HOW TO FILE GRIEVANCES AT CTF

**If you feel like you are being treated wrongly by Staff, other inmates, or anyone else at the facility, it is important to follow these steps to try to fix the problem. Follow all the steps including the appeals so that you will be able to file a federal lawsuit later on if you need to.**

First, try talking to whoever you have a problem with. If this is able to solve the problem, that is great!

If not, you have to begin a long process known as filing grievances.

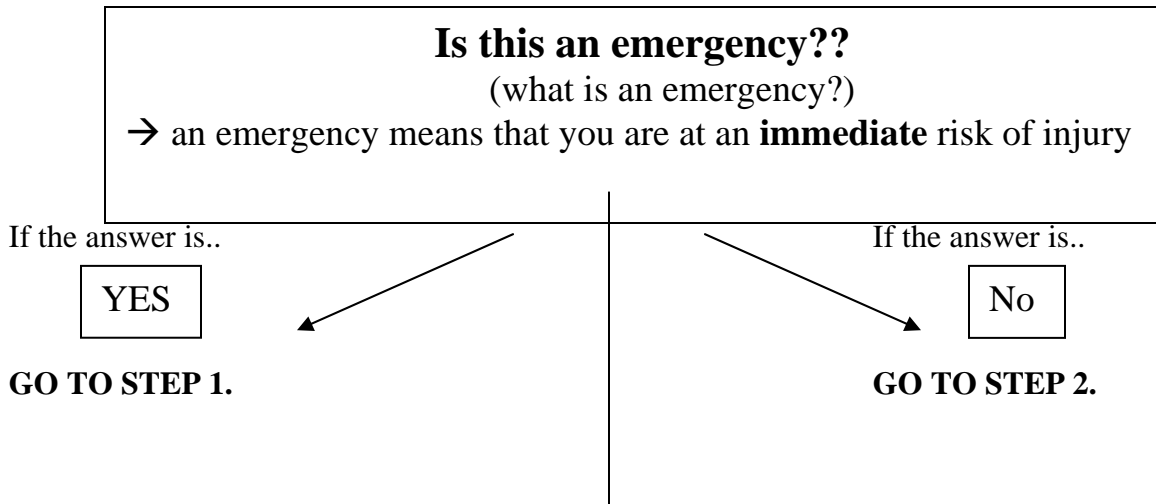
To do this:

→ Ask an officer for an “Inmate Grievance Form”. This form is also known as IGP Form 1.

If you have more than one problem, file a separate form for each problem

→ once you have this form,

The first question to ask is,



### **STEP 1: filling out an emergency grievance form**

→MAKE SURE TO NOTE THAT YOUR GRIEVANCE SHOULD BE CONSIDERED AN **EMERGENCY** AND REQUIRES AN **IMMEDIATE RESPONSE**..

Fill out one grievance form for each problem you have. If you can't write your own, you are allowed to ask for help BUT you still have to turn in the forms yourself. Write as much detail as you can. Explain what happened and how it affected you.

- Make at least three copies of the completed grievance form. You will need these later on in the appeals process. You can write the copies out by hand.
- Make a note of the date that you turn in your grievance form.

After you have written your grievance form, you have to turn it in. To do this:

- Write “ **EMERGENCY GRIEVANCE**” on your form.
- Address it to the Facility Grievance Officer. This is the Officer whose job it is to read through all the complaints of all the inmates.
- Give your grievance form to a staff member in the grade of **Assistant Shift Supervisor or above**.
- Ask for a receipt for the grievance, so you can prove that you have submitted it.
  
- You are supposed to be helped within 24 hours (1 day) of the facility receiving an Emergency Grievance.
- You are supposed to receive a written decision answering your grievance from the Facility Grievance Officer within 72 hours (3 days) of the facility receiving an Emergency Grievance.
  
- **If you wish to appeal the decision, go to STEP 4**

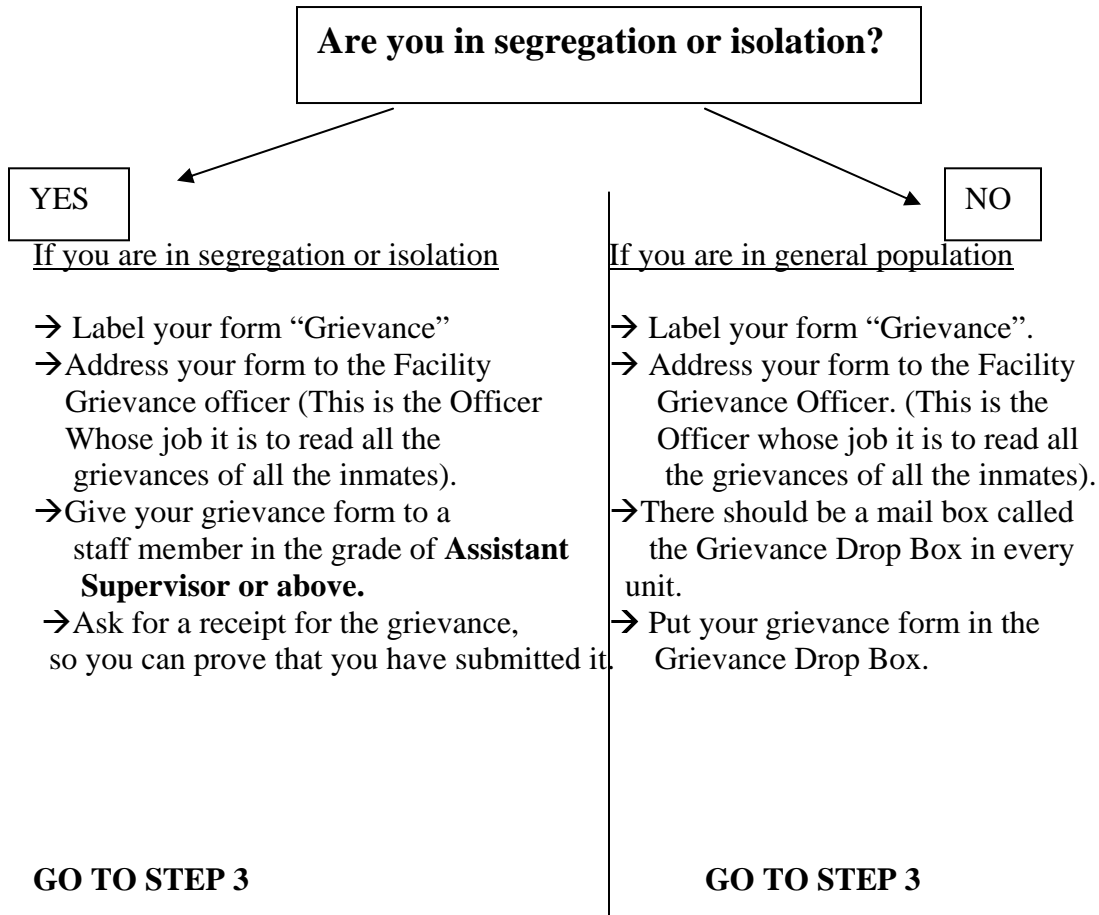
### **STEP 2: filling out and submitting your non-emergency grievance form**

Fill out one grievance form for each problem you have. If you can't write your own, you are allowed to ask for help BUT you still have to turn in the forms yourself. Write as much detail as you can. Explain what happened and how it affected you.

- Don't wait! You have to make an official complaint within **7 days** after an incident has occurred.
- Make at least three copies of the completed grievance form. You can write the copies by hand.
- Make a note of the date that you turn in your grievance form.

- Make a note of the date you expect to hear from the prison staff. This date will be 15 days after the staff gets your grievance form.
- Make a note of the way you submit your form For example, “I am placing this form in the grievance mailbox on my unit on the date above.”

**After you have written your grievance form, you have to turn it in. To do this, the first question to ask is:**



**STEP 3: The appeals process**

- The prison staff have 15 days from the day they receive your grievance to read over your grievance form and get back to you.
- After these 15 days, if you have not received a reply, then you have 5 days in which to appeal.

**IF:**

**→The prison staff fails to get back to you in 15 days,**

**OR:**

**→The prison staff gets back to you in 15 days, but don't fix your problem,**

**THEN:**

**→ submit an appeal**

**TO MAKE AN APPEAL:**

→complete the "Request for Warden Review" part of the grievance form. It is on the bottom half of the grievance form.

→ Submit this form to the Warden **within 5 days.**

→The Warden has 15 days from the day he receives your appeal to read over your appeal and get back to you.

→After these 15 days, if you have not received a reply, or if the reply you received did not fix your problem, then you have 5 days in which to make a second appeal.

**IF:**

**→The Warden fails to get back to you in 15 days,**

**OR:**

**→The Warden gets back to you in 15 days, but doesn't fix your problem,**

**THEN:**

**→ submit an appeal**

→ you only have 5 days, from the time you receive a reply from the Warden, to submit a second appeal.

TO MAKE A SECOND APPEAL:

→ appeal to the Contract Monitor. Her name is Barbara Hart, and her address is,

**Barbara Hart, Contract Monitor  
CCA Correctional Treatment Facility  
1901 E Street SE  
Washington, DC 20003**

1. include a copy of the first grievance form,
2. make a copy of your appeal. You can write the copy by hand.
2. include a copy of all the responses you have received (the response to your first grievance form and the response from the Warden). If you didn't get a response, turn in a copy of your first grievance and write in your appeal that you didn't get a response.
3. make sure to write the date you turned in the first grievance, and the date you submitted your first appeal (to the Warden).
4. Address your appeal to the Contract Monitor of CTF
5. place your appeal in the Grievance box in your living unit within 5 days of receiving your reply from the warden.

**IF:**

**→The Contract Monitor fails to get back to you in 15 days,**

**OR:**

**→The Contract Monitor gets back to you in 15 days, but doesn't fix your problem,**

**THEN:**

**→ submit an appeal**

→ you only have 5 days, from the time you receive a reply from the Contract Monitor, to submit a third appeal.

TO MAKE A THIRD APPEAL:

→ appeal to the Director. His name is Odie Washington, and his address is:

**Odie Washington, Director  
DC Department of Corrections  
1923 Vermont Avenue NW  
Washington, DC 20001**

1. include a copy of the original grievance form, and all your previous appeals.
2. include a copy of all the responses you have received (the response to your first grievance form, the response from the Warden, and the response from the Contract Monitor). If you didn't get a response from the Contract Monitor, include a copy of your latest appeal and write that you didn't receive a response on your grievance form.
2. make sure to write the date you originally submitted the first grievance, the date you submitted your first appeal (to the Warden), and the date you submitted your second appeal (to the Contract Monitor).
3. Address your appeal to the Director of the DCDC.
4. place your appeal in the Grievance box in your living unit within 5 days of receiving your reply from the Contract Monitor.

**After having sent in your appeal to the  
Director of the DC Department of  
Corrections:**

**Congratulations! You have done all you can do  
to protect your legal rights.**

#### **STEP 4: The Emergency Grievances appeals process**

- The prison staff have 24 hours to respond to your grievance.
- The prison staff have 72 hours (3 days) from the day they receive your grievance to make a written decision.
- After these 72 hours (3 days), if you have not received a reply, or the reply you received did not help you, then you have 5 days in which to appeal.

#### **TO MAKE AN APPEAL:**

- complete the “Request for Warden Review” part of the grievance form.
- Submit this form to the Warden within 5 days.
  
- The Warden has 5 days from the time he receives your appeal to respond with a written decision.

**After having sent in your appeal to  
Warden of CTF:**

**Congratulations! You have done all you can do  
to protect your legal rights.**

**Record of Submissions for CTF Grievances**

Use this sheet as a page to write down the dates that you follow each step of the grievance process.

|   | DATE |
|---|------|
| 1. Incident occurred                    |      |
| 2. Attempted informal resolution        |      |
| 3. Informal resolution response         |      |
| 4. IGP submitted                        |      |
| 5. Response received                    |      |
| 6. Appealed to Warden                   |      |
| 7. Warden's response received           |      |
| 8. Appealed to Contract Monitor         |      |
| 9. Contract Monitor's response received |      |
| 10. Appealed to Director                |      |
| 11. Director's response received.       |      |

**\*Remember: always make a copy of everything you turn in.**