

**TO:** ALL OUT OF STATE INMATES  
**FROM:** DAVID TURNER, OFFENDER DUE PROCESS DIRECTOR  
**SUBJECT:** INFORMAL COMPLAINT AND GRIEVANCE PROCESS  
**DATE:** OCTOBER 18, 2018

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**INFORMAL COMPLAINT AND FORMAL GRIVEANCE PROCESS FOR  
VERMONT INMATES AT THE TALLAHATCHIE COUNTY CORRECTIONAL FACILITY**

Inmates housed at the Out of State facility at the Tallahatchie County Correctional Facility (“TCCF”) will follow the Vermont Department of Corrections Directive 320.01, Offender Grievance System for Field and Facilities, when filing an informal complaint or formal grievance regardless of whether the issue involves the operations at TCCF or if it is a VTDOC issue.

The following will provide clarity regarding how to interpret this directive when being housed at TCCF.

The following word substitutions will be made when filing an Informal Complaint or Formal Grievance regarding a TCCF operational issue

- Superintendent – Warden
- Supervisor/Shift Supervisor – Lieutenant

Executive and Commissioner level appeals regarding TCCF issues will be responded to by the VTDOC in consultation with TCCF staff.

All informal complaints will begin by filling out the appropriate form and giving it to a TCCF staff person. However, some complaints/grievances are best responded to by the TCCF Staff and some are best answered by VT DOC staff. Below are examples of which authority you can expect to respond. Note: this list is not all inclusive but is only to be used as a guideline.

<b>VT DOC</b>	<b>CoreCivic/TCCF</b>
Classification issues including need areas and case plans	TCCF Classification issues (classification level)
Programming issues for VT such as VTPSA or Risk Reduction Programming	Programming issues related to TCCF programs
Field Office Rules	Mail Delivery
Sentencing and Sentence Comp issues	Facility Employment issues such as lost jobs, no job, issues with job pay/incentives
VT DOC Rules	CoreCivic/TCCF Institutional Rules
Good Time Issues	Law Library Issues
Case Staffings	TCCF Educational Issues

Conditional Reentry Issues (Denied/Delayed)	Food Quality, Quantity and Diet
Reintegration Furlough (RF) Issues (Denied/Delayed)	Issues, lights, temperature, plumbing, noise, smoke, non-functioning/broken fixtures, telephone
Residence Approval Issues	Recreation issues (time, equipment, etc.)
Work Camp Denial/Removal	Alternative and Religious Diets
Release Money	Medical, Mental Health and Dental issues
	Lost, Late, Missing Commissary
VT DOC Staff Misconduct, Harassment, Conflict, Discrimination, Sexual Misconduct	TCCF Staff Misconduct, Harassment, Conflict, Discrimination, Sexual Misconduct
	Laundry

The TCCF staff person or Grievance Coordinator receiving the informal complaint will determine if it is a TCCF operational issue and if it is, Directive 320.01 will be followed regarding the complaint. If the TCCF staff person determines it is a VTDOC issue, they will write the following in the Plan for Resolution section of the Informal Complaint & Plan for Resolution Form;

**“This is a VTDOC issue. Please fill out a formal grievance and submit it along with this informal complaint so that it can be forwarded to Vermont.”**

The TCCF staff will sign the bottom of the form, have the inmate sign the form and give it back to the inmate who can then choose to write a formal grievance. This must be done within 48 hours. The inmate will be required to submit a formal grievance with 14 business days. If the inmate submits a formal grievance to a TCCF staff person, it will be signed as received, a copy given to the inmate and the original forwarded to Vermont who will then follow the process outlined in directive 320.01.

Given that directive 320.01 will be used at TCCF, Section 16 of that Directive will not apply to the inmates at Tallahatchie County.