
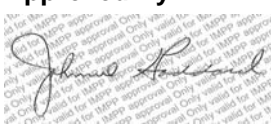


# KANSAS DEPARTMENT OF CORRECTIONS

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|   | <b>INTERNAL<br/>MANAGEMENT<br/>POLICY AND<br/>PROCEDURE</b> | <b>SECTION NUMBER</b><br><br><b>14-148A</b>  | <b>PAGE NUMBER</b><br><br><b>1 of 2</b> |
|  |   | <b>SUBJECT:</b><br><br><b>PAROLE SERVICES: Citizen Complaints</b>                    |   |
| <b>Approved By:</b><br><br><br><br>Secretary of Corrections |   | <b>Original Date Issued:</b> <span style="float: right;"><b>02-23-16</b></span>      |   |
|  |   | <b>Replaces Version Issued:</b> <span style="float: right;"><b>N/A</b></span>        |   |
|  |   | <b>CURRENT VERSION EFFECTIVE:</b> <span style="float: right;"><b>02-23-16</b></span> |   |

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| <b>APPLICABILITY:</b> | <input checked="" type="checkbox"/> <b>ADULT Operations Only</b> | <input type="checkbox"/> <b>JUVENILE Operations Only</b> | <input type="checkbox"/> <b>DEPARTMENT-WIDE</b> |
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## POLICY STATEMENT

A citizen may register a complaint against a member of the parole services staff when the citizen believes the member's personal or professional action was not appropriate. Complaints shall be investigated and inappropriate behaviors addressed, in accordance with KDOC Human Resources policy and procedures.

Citizen complaints that are received regarding offenders on supervision shall be investigated. Complainants should be informed of the findings and, if appropriate, of any action taken. Complainants should be informed of the findings and if appropriate, any action taken, subject to the provisions for confidentiality in IMPP 05-101D. (4-APPFS-1C-02)

## DEFINITIONS

None.

## PROCEDURES

### **I. Citizen Complaints Against Offenders**

- A. Citizen complaints received about offenders on supervision shall be referred to the assigned parole officer for investigation.
  - 1. If investigation determines that a violation of supervision has occurred, a response shall be made in accordance with 14-137.
  - 2. If the complaint is unfounded, no action need be taken.
- B. Information about complaints received and the results of investigations shall be documented in contact notes.

### **II. Citizen Complaints Regarding Personnel**

- A. Citizen complaints made regarding the manner in which an offender is supervised by a parole staff member, or the behavior of an employee, shall be investigated by the Parole Supervisor or designee within 2 working days of receipt.
  - 1. When a complaint is registered against a Parole Supervisor by a citizen the regional Parole Director or designee shall conduct the investigation.

- B. Complaints that are unfounded or of minimal impact may be addressed by the Parole Supervisor.
- C. Allegations that are serious in nature or could result in disciplinary action shall be discussed with the Parole Director and may be referred to the EAI or other sources for formal investigation.
- D. Complaints and investigations regarding personnel shall be processed in a confidential manner. If an investigation determines that wrong-doing has occurred, KDOC Human resources policies regarding disciplinary action and confidentiality apply.

**NOTE:** The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, 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 REQUIRED**

None.

#### **REFERENCES**

IMPP 05-101D  
APPFS 4-APPFS-1C-02

#### **ATTACHMENTS**

None.