

 <p><b>KENTUCKY CORRECTIONS</b> Policies and Procedures</p>	Policy Number	Total Pages
	Date Filed	Effective Date
Authority/References KRS 196.030, 196.035, 439.470, 439.600, 439.630 P & P ACA 1C-02	27-11-01	2
	June 4, 2015	October 2, 2015
	Subject <b>CITIZEN COMPLAINTS</b>	

## I. DEFINITIONS

“Citizen” means any person not employed by the Department of Corrections.

## II. POLICY AND PROCEDURE

A. A citizen complaint against an offender under the supervision of the Division of Probation and Parole shall be handled as follows:

1. Any person receiving a complaint shall forward the complaint to the officer assigned to supervise the involved offender. If that officer is not available, the complaint shall be forwarded to the duty officer or District Supervisor.
2. The officer shall investigate and handle the complaint as outlined in CPP 27-15-01 (Investigating and Reporting Violations and Unusual Incidents). Contact with the complainant and investigation actions shall be noted in the offender management system. The officer shall contact the complainant, if appropriate, and advise him of the actions taken. (1C-02)

B. A citizen complaint against an officer or other staff member of the Division of Probation and Parole shall be handled as follows:

1. The complaint shall be forwarded to supervisory staff in the district where the officer or staff member is assigned. If supervisory staff are not available, the complaint shall be forwarded to the next available supervisory level of staff as outlined by CPP 27-02-01 (Duties of Director and Chain of Command).
2. The specific allegations shall be investigated by the supervisory staff within five (5) working days.
3. The supervisory staff shall resolve complaints by one or more of the following:

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- a. Dismissal of the allegations as false or unfounded.
  - b. Disciplinary action against the staff member.
  - c. Referral to higher administrative levels or the Internal Affairs Branch as requested by the Director of Probation and Parole.
  - d. Referral to outside law enforcement agencies.
4. The supervisory staff shall contact the complainant and advise him of the action taken. Contact with the complainant and investigation actions, if appropriate, shall be noted in the offender management system.
- C. A citizen complaint against the Division of Probation and Parole or one of its programs shall be handled as follows:
1. Any person receiving a complaint shall forward the complaint immediately to the Director of Probation and Parole or designee.
  2. The Director of Probation and Parole or designee shall investigate the specific allegations in a timely manner.
  3. The Director of Probation and Parole shall resolve the complaint using any means deemed appropriate.
  4. The Director of Probation and Parole or designee shall contact the complainant and advise him of the action taken. Contact with the complainant and investigation actions, if appropriate, shall be noted in the offender management system.
- D. Contact with any complainant shall strictly adhere to the Department of Corrections policies on confidentiality, security of information, and open records requests.