



**CORRECTIONS MEDICINE  
Patient Grievance Procedure  
ACA Standard: 4 ALDF – 4C – 01**

Effective: March 1997

Revised: Mar 2015, Apr 2016, Apr 2019, August 2019  
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Policy Number:  
CM – 12

- I. **PURPOSE:** To provide a grievance mechanism to address patient complaints.
- II. **POLICY:** It is the policy of the Saint Louis County Department of Justice Services to allow patients to grieve any concern regarding their medical care. A member of the Corrections Medicine supervisory team shall investigate any grievance filed against the Corrections Medicine program by a patient.
- III. **RESPONSIBILITY:** All Corrections Medicine staff are responsible for the content of this policy and procedure as well as adherence to the policy.
- IV. **PROCEDURE:**
  - 1. The Saint Louis County Department of Justice Services (DJS) has in effect a written policy assuming responsibility for addressing patient grievances. Procedures for grievances are also included in the Inmate Handbook.
  - 2. Corrections Medicine supervisory staff receives completed DJS Formal Inmate Grievance Forms from the DJS unit manager via interoffice mail.
  - 3. A Corrections Medicine supervisor will investigate the complaint and respond accordingly within five (5) business days from the date the complaint was received. Responses are returned to the DJS unit manager via interoffice mail.
  - 4. Corrections Medicine shall maintain a log of medically related grievances.
  - 5. If the patient appeals the response from the nursing supervisor, the appeal is presented in writing to the Nurse Manager for review and response. All appeals are recorded in the grievance log.
- V. **REFERENCES:**

National Commission on Correctional Health Care, Standards for Health Services in Jails, 2015; Standard J-A-11

Department of Justice Services Policy 1802 “Inmate Grievances”.