

INSTRUCTIONS FOR COMPLETING
DIHS Detainee Grievance Form
DIHS QMD 011

DIHS policy states that all detainees have the right to submit a grievance regarding health services. This form combines the old DIHS QMD 011 and 012 forms previously used.

Detainee Name: This is the name of the detainee who is submitting the grievance.

A#: This is the Alien number of the detainee.

Note: If stickers are available which contain the detainees name and alien number they may be place on the form instead of writing out the requested information.

Date: This is the date the detainee submitted the grievance or verbally told the grievance to a clinic staff member.

Is this an “Attempt at Informal Resolution” or a “Request for Administrative Remedy”? An **“Attempt at Informal Resolution”** is where the staff member who receives the grievance can appropriately deal with the grievance and give a verbal response to the detainee at the time of the grievance was submitted or within 48 hours. A **“Request for Administrative Remedy”** is where the detainee is dissatisfied with the results of an informal resolution and would like a more formal investigation to be undertaken with a written response.

The following information will help you to process these requests:

- **Attempt at Informal Resolution:** If the grievance was submitted to a staff member verbally and the resolution to the grievance was given verbally, then the staff member who resolved the grievance would fill out the form in the following manner:

The staff member would briefly describe the grievance under the “Nature of the Problem” section and then circle “Staff Member” next to “Results of Investigation By”. Next, they would briefly describe what information was found during their investigation. Then, they would write what actions were taken to resolve the grievance in the space provided, date and sign their name at the bottom of the form where it states “Staff Member Signature” and “Date”. Once the form is completed, it is given to the Health Services Administrator (HSA).

- **Request for Administrative Remedy:** The detainee who is dissatisfied with the results of the informal resolution must fill out the top section of the form titled “Nature of the Problem”. (If the detainee is unable to write in English, a staff member may fill out this section for them.) Once the detainee has completed this

section, the form is given to the HSA. The HSA may perform the investigation themselves or if they feel it is more appropriate for the Clinical Director (CD) to perform the investigation, they may request assistance. Whomever completes the investigation should circle their appropriate title next to “Results of Investigation By” and write all the information that is gathered during their investigation into this section. All action(s) taken by either the HSA or CD to resolve the grievance should be described under the section titled “Action(s) taken for Resolution”. The written recommendation is due back to the detainee within seventy-two working hours from the date the “Request for Administrative Remedy” was submitted. If there is a non-resolution, either the CD or HSA should explain the reason(s) a resolution was not obtainable in detail. The form should then be filed according to policy.

CD/HSA Signature: Whoever completed the investigation and resolution of the grievance should sign the form at the bottom of the page.

Date: This is the date the grievance was either resolved or the date a non-resolution was determined.