

Minnesota Department of Corrections

Policy Number: 600.160
Title: Investigation of Citizen Complaints Against Community Service Agency
Effective Date: 1/15/19

PURPOSE: To provide guidelines for investigating and responding to written complaints registered by citizens.

APPLICABILITY: All field services staff

DEFINITIONS: None

PROCEDURES:

- A. The director of field services/designee must direct an investigation upon receiving a written complaint from a citizen. The director of field services must assign the investigator.
- B. Upon completion of the investigation, as assigned by the director of field services, the department must disclose the findings, in writing, to the citizen within five working days.
- C. In the event of investigations requiring prolonged time, complainants must be advised of the initial progress within five working days and given a full response upon completion of the investigation.
- D. For the protection of staff, as well as for the public interest, a copy of the complaint, the findings, and the action taken must be placed and maintained in the investigator's file for at least two years. A copy of the complaint, findings, and action taken must also be forwarded to the office of human resources (HR).
- E. Upon reaching the two-year retention period, the investigator may destroy the written complaint, documented findings, and documented actions. The investigator must note this action within the investigator's investigatory file.
- F. To ensure the two-year retention period, the director of field services assigns the regional manager to conduct random audits of investigator files.

INTERNAL CONTROLS:

- A. The original complaint, findings, and actions taken are retained within the investigator and HR files.

ACA STANDARDS: 2-3023; 2-CO-1A-26

REFERENCES: [Policy 201.010, "Adult Community Supervision"](#)

REPLACES: Division Directive 600.160, "Investigation of Citizen Complaints Against Community Service Agency," 8/19/14.
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: None

APPROVALS:

Deputy Commissioner, Facility Services

Deputy Commissioner, Community Services

Assistant Commissioner, Facility Services

Assistant Commissioner, Operations Support