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