

<p>Commonwealth of Pennsylvania</p>  <p>Pennsylvania Board of Probation and Parole</p>	<p>Volume III Chapter 01</p> <p>Procedure 1.04.02</p>	<p>Date Revised: NEW</p>
<p>Chapter Title GENERAL POLICY, ACCREDITATION</p>		<p>Date Issued: 11/06/2014</p>
<p>Subject COMMUNICATIONS CITIZEN COMPLAINTS AGAINST OFFENDERS</p>		<p>Effective Date: 11/20/2014 PUBLIC</p>

I. AUTHORITY

The chairman of the board is granted the authority to “[d]irect the operations, management and administration of the board” and to “[p]erform all the duties and functions of chairperson, including organizing, staffing, controlling, directing and administering the work of the staff.” 61 Pa.C.S. § 6112 (a)(1) & (a)(4).

II. PURPOSE

The purpose of this procedure is to provide a method for the resolution of citizen complaints against offenders.

III. APPLICABILITY

This procedure is applicable to all board staff.

IV. DEFINITIONS

Citizen – Any person not employed or supervised by the PBPP.

V. POLICY

It shall be the policy of the board to investigate citizen complaints regarding offenders and if appropriate, inform the complainant of the action taken.

VI. PROCEDURE

A. A citizen complaint against an offender

1. Central Office

Calls or correspondence received in central office shall be directed to the Office of the Board Secretary, Inmate Inquiry Section.

2. District/Sub-Offices and Institutional Parole Offices

a. Telephone calls

1) Offender has a PBPP record

Employee receiving the complaint shall determine case assignment; i.e.: specific institutional parole staff or parole supervision staff. Provide the complainant with the assigned parole agent and parole supervisor office telephone numbers.

If the complainant calls back, provide the caller with the contact information for the next level in the chain-of-command.

2) Offender does not have a PBPP record

If there is no PBPP record of the offender, the employee shall try to ascertain the Pennsylvania county of conviction and refer the caller to the appropriate adult county probation department.

If the caller has no information regarding the county of conviction, suggest that they search the web docket sheets accessible on the Administrative Office Pennsylvania Courts (AOPC) website <http://uisportal.pacourts.us> or that they contact their local county court house.

b. Correspondence (Letters, emails, etc.)

1) For offenders under active supervision

Employee receiving the complaint shall forward the correspondence to the assigned parole supervision staff by email and if a letter is received, attach a scanned copy to the email. The district director/deputy district director/designee shall be included in the email distribution.

2) For offenders not yet released

Employee receiving the complaint shall forward the correspondence to the assigned institutional parole staff by email and if a letter is received, a scanned copy is attached to the email. The appropriate institutional parole manager shall be included in the email distribution.

Institutional parole staff shall provide a copy of the correspondence to the DOC personnel when appropriate.

c. Within five (5) business days, the identified institutional parole staff or parole supervision staff shall handle the complaint and investigate as necessary. Contact with the complainant and actions taken are noted in the offender's Record of Interview (PBPP-259). If appropriate, assigned PBPP staff shall contact the complainant and advise him/her of the actions taken. The district director/deputy

district director/designee/institutional parole manager shall be notified of the resolution by email.

B. Contact with any complainant shall strictly adhere to board policies on confidentiality, security of information, and Right-to-Know Law requests. For additional guidance, reference Procedure 1.04.01 Release of Information and Procedure 1.05.01 Right-to-Know Law.

C. Complaints Pertaining to or Involving Board staff

Any complaint involving information pertaining to an employee of the board shall be forwarded to the employee's chain of command.

During the course of investigating a citizen complaint, should information present itself pertaining to potential violations of the law, board procedures or commonwealth authority, that information must be forwarded to the Internal Affairs Office as soon as possible by the respective executive staff director at [PM, PBPP IA](#).

VII. SUSPENSION DURING AN EMERGENCY

This procedure may be suspended during an emergency at the sole discretion of the chairman.

VIII. RIGHTS UNDER THIS PROCEDURE

This procedure creates no rights under law.

IX. RELEASE OF INFORMATION AND DISTRIBUTION PROCEDURE

A. This procedure does not contain information that impacts the security of board staff or parolees and may therefore be released to the public.

B. This procedure is to be distributed to all board staff.

X. CROSS REFERENCES

A. Statutes

1. Federal

None.

2. State

61 Pa.C.S. § 6112 (a)(1) & (a)(4)

B. Board Policies

1.04.01

1.05.01

C. American Correctional Association Standards

4-APPFS-1C-02

D. Management Directives

None.

E. Report of the Reentry Policy Council

None.