

Administrative Remedy Procedure Fact Sheet for New Employees

The Department of Public Safety and Correctional Services encourages inmates to seek resolution of their problems or complaints at the lowest possible level by presenting them informally to the appropriate staff. If an inmate approaches you with a valid problem that is within your power to resolve, you are asked to resolve it.

The Administrative Remedy Procedure (ARP) was developed to resolve inmate complaints within the division when informal resolution had failed. If an inmate exhausts the ARP process, the next appeal is to the Inmate Grievance Office (IGO). For issues that are within the authority of the ARP process, courts normally require the inmate to exhaust the ARP process and the inmate grievance process prior to filing an action with the court. Inmates can “write an ARP” on most issues. Some examples of things that inmates **cannot** ARP are:

1. Case management recommendations and decisions.
2. Adjustment procedures and decisions.
3. Parole hearing procedures and decisions.
4. The Warden, Managing Official, or Designee’s decision to withhold mail.

The ARP process consists of filing a request for administrative remedy with the warden, managing official, or designee, and then if the inmate is not satisfied, sending an appeal to the Commissioner of Correction. If the inmate is still not satisfied with the response, he/ she can appeal to the Inmate Grievance Office. The forms used to file complaints at each step of the ARP process can be obtained from the inmate library, the housing unit officer, or from an inmate’s assigned case management specialist. Please refer to COMAR 12.02.28 for more information about the ARP process.

I, _____, certify that on _____, I received a copy of the above fact
Print Name Date
sheet regarding the administrative remedy procedure and have been advised to review COMAR 12.02.28.

Signature

Copy to HRSD Personnel File

Distribution: All DOC Employees

(Revised 8/19)