

Introduction to the Administrative Remedy Procedure

The Department of Public Safety and Correctional Services (DPSCS) encourages inmates to seek resolution of their problems or complaints at the lowest possible level by presenting them informally to the appropriate staff. The administrative remedy procedure (ARP) was developed to resolve inmate complaints within the Department, 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.

The administrative remedy procedure, or ARP, provides a means for informal resolution of a complaint, formal presentation of the complaint to the warden, managing official, or designee for resolution at the institutional level, and formal appeal of the warden, managing official, or designee's response to the Commissioner for resolution of the complaint at division headquarters. The administrative remedy procedure is a structured program to resolve inmate complaints in accordance with specific procedures and time frames.

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. The time frames and instructions for completing the forms can be found in COMAR 12.02.28. If help is needed to complete a form or you need help understanding the ARP process, assistance can be obtained from the inmate's assigned case management specialist or from the facility administrative remedy coordinator.

The administrative remedy coordinator is a staff person designated by the warden, managing official, or designee to manage the administrative remedy procedure within the facility. However, formal complaints must first be addressed to the Warden, managing official, or designee, who also provides a response. The warden, managing official, or designee of [facility] is [name]. The facility's administrative remedy coordinator is [name]. The Commissioner of Correction, to whom appeals of the warden's response should be addressed, is [name]. Information about the appeal process is also in COMAR 12.02.28.