

Effingham County Probation  
Department Standard Operating  
Procedures

Functional Area: Effingham County Probation	
Subject: Grievances	

**Policy**

The Effingham County Probation Department staff makes every effort to conduct themselves professionally and ethically and supervise the cases to which the Courts assign them. The department's grievance policy is hereby enacted to give probationers and the public an avenue to submit a grievance. The policy will be posted on the office's website and in the lobby. The number and nature of the grievance and the time it takes to resolve it shall be tracked by the Chief Probation Officer.

The grievance process is designed to address each complaint factually and fairly. Probationers and citizens who file grievances are treated respectfully, and the accusations against employees are taken seriously. All grievances are investigated thoroughly, and all findings are based on the facts gathered during the investigation.

If it is determined that a complainant has knowingly made a false accusation against an employee, the employee has the right to pursue civil litigation against the accuser.

Situations that constitute a grievance:

- Rude/Unprofessional behavior from Effingham County Probation Department employee.
- Inability to contact probation officer.
- Questioning of a case management decision.
- Overpayment of fines/fees.
- Other complaints that one feels need to be addressed.

How to submit a grievance:

- Grievances should be directed to the Chief Probation Officer of Effingham County Probation via email, [bsaxon@effinghamcounty.org](mailto:bsaxon@effinghamcounty.org), or in writing.
- The following information should be included in the grievance:
  - The name and contact information (phone number/email) of the person making the grievance.
  - The name of the person on probation (if different from the person making the grievance).
  - A description of the complaint
  - Name of the probation officer assigned to the case.
  - Name of the employee to which the grievance is directed.

How grievances will be addressed:

- All grievances will be immediately submitted to the Chief Probation Officer, who will respond to the grievance within seven business days.

- If the complainant is unsatisfied with the Chief Probation Officer's decision, they will be directed to the Department of Community Supervision misdemeanor probation oversight unit (MPOU).
- MPOU may be contacted at [mpouassistance.request@dcs.ga.gov](mailto:mpouassistance.request@dcs.ga.gov).
- When requesting assistance from MPOU, please include the following
  - Name of the agency
  - Name of the probation officer
  - Name of the person on probation
  - Description of the situation and the efforts already made to resolve the matter.