

During a recent conversation DCS Commissioner Michael Nail was asked how DCS manages complaints/grievances and there was a follow up question asking the same about misdemeanor providers. 105-2-.24 (pasted below for your reference) places MPOU in the position of "investigating" complaints and a "Citizen Complaint Form" is available on the MPOU website. However, there is uncertainty when we are asked how individuals under your supervision are made aware of MPOU.

105-2-.24 Filing of Complaints. All probation entities and individuals affiliated with misdemeanor probation supervision are expected to conduct themselves in a professional manner and adhere to all applicable statutes and regulations. Citizens may file a complaint with MPOU. All complaints will be investigated and remain confidential until the investigation is completed.

(a) MPOU shall open an investigation and notify the probation entity and/or the individual of the investigation in writing. A copy of the complaint or summary of the complaint shall be sent to the probation entity and/or individual. Identifying information of complainants may be redacted.

(b) The MPOU shall develop procedures and forms, as needed, for the acceptance of complaints from members of the public regarding conduct of entities or individuals subject to these rules.