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PERMANENT ADMINISTRATIVE ORDER

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CHAPTER 291
DEPARTMENT OF CORRECTIONS

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FILING CAPTION: Grievance Review System (Community Corrections)

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RULES:
291-171-0005, 291-171-0010, 291-171-0015, 291-171-0020, 291-171-0025, 291-171-0030, 291-171-0035, 291-171-0040, 291-171-0045, 291-171-0050

AMEND: 291-171-0005

RULE TITLE: Authority, Purpose, and Policy

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to the term "adult on supervision"; align the rule with language in other departmental rules; and make minor grammatical edits.

RULE TEXT:
(1) Authority: The authority for these rules is granted to the Director of the Department of Corrections in accordance with ORS 179.040, 423.020, 423.030, and 423.075.
(2) Purpose: The purpose of these rules is to establish department policy and procedures for adults on supervision to communicate with employees, and the administration of the department's internal grievance review and grievance appeal system for individuals under the supervision of the Department of Corrections.
(3) Policy:
(a) It is the policy of the Department of Corrections to encourage adults on supervision to address their concerns

informally with appropriate employees through either dialogue or informal written communication.
(b) Recognizing that due to the complex nature of the community corrections setting some disputes between employees and adults on supervision may not be readily resolved at an informal level, it is the policy of the Department of Corrections to permit and encourage adults on supervision to seek resolution of disputes using the department's internal grievance review and appeal system established in these rules.
(c) Within the inherent limitations of resources, it is the policy of the Department of Corrections that all adults on supervision be treated fairly and equitably, and that employee actions and decisions be consistent with the rules, policies, and procedures of the department.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

AMEND: 291-171-0010

RULE TITLE: Definitions

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to "adult on supervision"; make minor grammatical or punctuation edits; remove definitions that are no longer needed in these rules; and align the definitions with other departmental rules.

RULE TEXT:
(1) Administrative Directive: A term used to describe, in general, a Department of Corrections rule or policy signed by the Director or Deputy Director.
(2) Adult on Supervision: For the purposes of these rules, any person under the supervision of the Department of Corrections who is on probation, parole, post-prison supervision, any other form of temporary or transitional leave from custody, or any form of conditional release.
(3) Communication: A process by which information is exchanged between individuals, usually through verbal or written messages.
(4) Contractor: Any person under contractual arrangement to provide services to the department; any person employed by private or public sector agencies who is serving under department-sanctioned assignment to provide services or support to department programs.
(5) Employee: Any person employed full-time, part-time, or under temporary appointment by the Department of Corrections.
(6) Grievance: A written complaint submitted by an adult on supervision in accordance with the department's rules on Grievance Review System (OAR 291-171).
(7) Grievance Coordinator: A designated employee within the Community Corrections Division responsible for managing and facilitating all communications with adults on supervision pertaining to the grievance process, in accordance with established agency policies and procedures.
(8) Local State Director: A person within the Department of Corrections who reports to the Assistant Director of Community Corrections and has responsibility for managing a state community corrections office within a particular county.
(9) Sexual Contact: Any touching of the sexual or other intimate parts of a person or causing such person to touch the sexual or other intimate parts of the actor for the purpose of arousing or gratifying the sexual desire of either party.
(10) Sexual Abuse: Sexual abuse includes any non-consensual sexual act involving contact between the penis and vulva or anus, oral contact with genitalia or anus, or penetration of the genital or anal opening by any object or body part. It also includes intentional touching of the genitalia, anus, groin, breast, inner thigh, or buttocks of another person, either directly or through clothing, when such contact is unrelated to official duties. Additionally, sexual abuse encompasses voyeurism, indecent exposure by an employee, and any attempt, threat, or request to engage in such acts, when the individual does not consent, is coerced, or is unable to consent or refuse.
(11) Sexual Harassment: Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by an adult on supervision directed toward another; and repeated verbal comments or gestures of a sexual nature to an adult on supervision by an employee, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.
(12) Volunteer: An approved person who donates time, knowledge, skills and effort to enhance the mission, activities, and programs of the department.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

AMEND: 291-171-0015

RULE TITLE: Principles of Effective Communication in Community Supervision

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to "adult on supervision"; align the rule with language in other departmental rules; and make minor grammatical edits.

RULE TEXT:
(1) Proper and effective communication between adults on supervision and employees is an essential component of community supervision.
(a) Adults on supervision and employees communicate with each other not only with their choice of words (oral or written), but also non-verbally through their manner, tone, and approach.
(b) Adults on supervision and employees are jointly responsible for ensuring their choice of words, manner, tone, and approach are appropriate to properly and effectively convey their intended information and ideas to one another.
(2) Adults on supervision shall communicate with employees in a civil and respectful manner.
(3) Employees shall communicate with adults on supervision professionally, fostering respect and confidence. Employee directives should be clear and concise.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

AMEND: 291-171-0020

RULE TITLE: Grievance Review System

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to the term "adult on supervision"; make minor grammatical edits; align the rule with other departmental rules; and remove gendered language.

RULE TEXT:
(1) General Requirements:
(a) If an adult on supervision is unable to resolve a dispute with an employee, contractor, or volunteer of the Department of Corrections through informal communication, they may seek resolution of their grievance through the department's internal grievance review system by submitting a written grievance using the Grievance Form (CD117 CC) in accordance with these rules. As with informal communications, adults on supervision should use a civil and respectful tone and manner in their written grievances to attempt to resolve the problem or concern.
(b) An initial grievance must include a complete description of the incident, action, or application of the rule being grieved, including the date and approximate time. Only supporting documentation that directly relates to the problem or concern being grieved, such as official reports, action plans, etc., should be attached and submitted with a grievance.
(c) Each grievance form may address only one specific problem, concern, action, or incident.
(d) An adult on supervision may submit only their own signature on a grievance form.
(e) If an adult on supervision attempts to grieve a problem or concern by using any written communication other than the department's approved grievance form, the communication shall be returned with instructions to resubmit the grievance on the department's approved grievance form.
(2) An adult on supervision may file a single grievance concerning any of the following matters:
(a) The misapplication of any administrative directive or operational procedure;
(b) The lack of an administrative directive or operational procedure;
(c) Any unprofessional behavior or action which may be directed toward an adult on supervision by an employee, contractor, or volunteer of the Department of Corrections;
(d) Any oversight or error affecting an adult on supervision;
(e) The loss or destruction of property as designated in ORS 144.404 to 144.409, and, where applicable, in accordance with OAR 291-028.
(3) An adult on supervision cannot grieve the following:
(a) Grievances relating to actions or decisions not within the jurisdiction of the department (for example, actions by the Board of Parole and Post-Prison Supervision).
(b) Incident(s) or action(s) for which a separate appeal or review process exists as identified by statute or by an OAR that an adult on supervision may take part in. The use of force review, as described in OAR 291-022-0210, is not a separate appeal or review process for purposes of this rule.
(c) Incident(s) or problem(s) to which an adult on supervision was not a party;
(d) Claims or problems for which the adult on supervision has filed a Notice of Tort Claim with the Department of Administrative Services, Risk Management Division;
(e) Claims or problems the adult on supervision pursued or is pursuing in pending litigation in state or federal courts; or
(f) Group grievances filed on behalf of other adults on supervision, or instances where an adult on supervision acts as a spokesperson for others in the same status.
(4) An adult on supervision may not file more than one grievance regarding a single incident, problem, or concern unless more than one employee, volunteer, or contractor is directly involved in the incident. A separate grievance must be filed for each individual.
(5) An adult on supervision may file a grievance regarding the same problem or concern as a previously filed grievance provided there is another incident and new information is available.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

NOTE: Attachments referenced are attached to this document. You may view the attachment 291-171-0020.pdf from the Attachments panel. Alternately, you may view the attachments at the following link: https://secure.sos.state.or.us/oard/viewAttachment.action?ruleVrsnRsn=340712

AMEND: 291-171-0025

RULE TITLE: Filing a Grievance

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to the term "adult on supervision"; merge grievance filing instruction into the grievance form; make minor grammatical edits; further define process; and update to use current terminology.

RULE TEXT:
(1) Grievances must be submitted to the Community Corrections Division grievance coordinator on the Grievance Form (CD117 CC).
(2) To obtain a grievance review, the Community Corrections Division grievance coordinator must receive the grievance within 30 calendar days of the incident.
(a) An adult on supervision may submit a grievance after the 30-day deadline if they can demonstrate why the grievance could not be filed within the required timeline.
(b) Grievances submitted outside the established timeframes are considered untimely. Any untimely grievance that does not include a sufficient explanation for the delay will be returned to the adult on supervision, along with a statement citing the applicable rule and explaining that the grievance was not accepted for review due to its untimeliness.
(3) The grievance coordinator shall date stamp and log the grievance form upon receipt.
(4) If an adult on supervision is unable to complete a grievance form due to a disability, limited English proficiency, or other communication barriers, physical ability, or cognitive capacity;
(a) They may request assistance. Another individual may complete the form on their behalf. However, the adult on supervision must sign the grievance form to the extent they are able, unless a documented disability prevents them from doing so.
(b)The Department of Corrections will provide reasonable accommodation, including translation and interpretation services, auxiliary aids, or other appropriate assistance, to ensure effective communication and access to the grievance process. These services shall be made available upon request, in accordance with the Americans with Disabilities Act (ADA) and Department of Corrections policy.
(5) Local State Directors or designees shall ensure the approved grievance forms are readily available to adults under the supervision of the Department of Corrections.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

AMEND: 291-171-0030

RULE TITLE: Processing Adult on Supervision Grievances

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to the term "adult on supervision"; align the rule with language in other departmental rules; remove gendered language; and make minor grammatical edits.

RULE TEXT:
(1) Upon receiving a grievance, the grievance coordinator will assign the grievance a number, date stamp, and record its receipt in a grievance log.
(a) After the grievance has been logged, the grievance coordinator will send a grievance receipt to the adult on supervision.
(b) The grievance coordinator will coordinate with the appropriate employee or, if deemed more suitable, the appropriate manager by sending the grievance and a Grievance Response Form (CD117b CC) to the employee or manager respondent for reply.
(c) The respondent will complete the form and submit it to their manager for review and signature. The response shall be returned to the grievance coordinator for processing within 21 calendar days.
(2) After recording receipt, the grievance coordinator will send the grievance and the respondent's written response to the adult on supervision and retain copies for the file.
(a) The grievance coordinator will complete processing of the grievance within 45 days from the date the grievance was received from the adult on supervision, unless further investigation is necessary.
(b) If the grievance is not processed within this timeframe, the grievance coordinator will try to notify the adult on supervision of the status of the grievance. If the adult on supervision does not receive a response within the allotted time frame, they may contact the grievance coordinator.
(3) Grievance responses may be consolidated.
(4) If at any time the grievance coordinator determines the adult on supervision has pursued or is pursuing their claim through state or federal courts, or has filed a notice of tort claim, the grievance process will cease, and the grievance or appeal shall be returned to the adult on supervision. The grievance coordinator will retain a copy of the grievance or grievance appeal and document the date and reason for return of the grievance.
(5) A grievance that has been returned to the adult on supervision by the grievance coordinator for procedural reasons cannot be appealed. If a grievance is returned to the adult on supervision because it does not comply with these rules, the adult on supervision may elect to resubmit the grievance to the grievance coordinator within 14 calendar days from the date the grievance was sent back to the adult on supervision if the procedural errors can be corrected.
(6) Once an adult on supervision is no longer under the supervision of the Department of Corrections, any pending grievances or pending appeal responses shall be completed and held on file unless other arrangements have been made with the grievance coordinator. No further appeals shall be accepted for processing once the adult on supervision is no longer under the supervision of the Department of Corrections.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

NOTE: Attachments referenced are attached to this document. You may view the attachment 291-171-0030.pdf from the Attachments panel. Alternately, you may view the attachments at the following link: https://secure.sos.state.or.us/oard/viewAttachment.action?ruleVrsnRsn=340714

AMEND: 291-171-0035

RULE TITLE: Grievance Appeals

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to the term "adult on supervision"; make minor grammatical edits; align the rule with language used in other departmental rules; and merge the grievance appeal filing instructions into the grievance appeal form.

RULE TEXT:
(1) Appeals of the Initial Grievance (First Appeal Process):
(a) An adult on supervision may appeal the initial grievance response using the Grievance Appeal Form (CD117c CC). The appeal must be submitted to the grievance coordinator along with the original grievance, attachments, and employee response(s).
(A) The scope of the original grievance cannot be expanded. No additional information may be submitted unless the information was unavailable to the adult on supervision at the time the original grievance was filed and is directly related to the problem or concern being grieved.
(B) After the appeal has been date-stamped and logged, the adult on supervision will receive a return receipt. The grievance appeal shall be forwarded to the Local State Director for review and resolution.
(b) Appeal Timelines: The grievance coordinator must receive an appeal within 14 calendar days from the date that the Grievance Response Form was delivered to the adult on supervision from the grievance coordinator.
(c) A grievance appeal returned to the adult on supervision for procedural reasons cannot be appealed. However, if the appeal is returned due to noncompliance with these rules, the adult on supervision may resubmit the corrected appeal within 14 calendar days from the date it was returned
(d) The Local State Director shall respond to the grievance appeal within 30 calendar days from the date it was received. The response shall be returned to the grievance coordinator.
(2) Appeal of the Local State Director Decision (Final Appeal Process):
(a) An adult on supervision may appeal the Local State Director's decision using the Grievance Appeal Form (CD117c CC). The appeal must be submitted to the grievance coordinator together with the original grievance, attachments, employee responses and documentation related to the first grievance appeal.
(A) The scope of the original grievance may not be expanded. No additional information may be submitted unless the information was unavailable to the adult on supervision at the time the original grievance or first-level appeal was filed, and the information is directly related to the alleged problem or concern being grieved.
(B) After the appeal has been date-stamped and logged, the adult on supervision shall be issued a return receipt. The grievance appeal shall be forwarded to the Assistant Director of Community Corrections to review and resolve the problem or concern.
(b) The Assistant Director of Community Corrections or designee shall review the final grievance appeal. If it is determined additional facts should have been gathered or additional witnesses interviewed, the grievance appeal shall be referred to the grievance coordinator. Upon completion of the investigation, the Assistant Director of Community Corrections or designee shall complete the review.
(c) Final Appeal Timelines: The grievance coordinator must receive the final appeal within 14 calendar days from the date that the first grievance appeal response was sent to the adult on supervision from the grievance coordinator.
(A) An adult on supervision may file a grievance appeal past the 14-day timeline if the adult on supervision can demonstrate why the grievance appeal could not be filed within the timelines established by rule.
(B) Untimely grievances that fail to demonstrate why the grievance appeal could not be filed within the timelines established by rule shall be returned to the adult on supervision with a statement of the rule.
(d) A grievance appeal returned for procedural reasons cannot be appealed. However, it may be resubmitted within 14 calendar days if the procedural errors can be corrected.

(e) The Assistant Director or designee shall respond to the adult on supervision's grievance appeal within 30 calendar days from the date the appeal was received by the Assistant Director.
(f) The Assistant Director's or designee's decision on an adult on supervision's grievance appeal is final and is not subject to further review.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

NOTE: Attachments referenced are attached to this document. You may view the attachment 291-171-0035.pdf from the Attachments panel. Alternately, you may view the attachments at the following link: https://secure.sos.state.or.us/oard/viewAttachment.action?ruleVrsnRsn=340715

AMEND: 291-171-0040

RULE TITLE: Grievances Related to Sexual Abuse or Sexual Harassment

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to align this rule with other departmental rules on grievances related to sexual abuse or sexual harassment; and update to use the term "adult on supervision".

RULE TEXT:
(1) Any grievance alleging sexual harassment or sexual abuse shall be promptly referred to the appropriate administrative, institutional, or law enforcement authority for review and investigation, outside the department's standard administrative grievance process.
(2) For adults on supervision “sexual abuse” includes any of the following acts by a Department of Corrections employee, contractor, or volunteer:
(a) Contact between the penis and the vulva or the penis and the anus, including penetration, however slight.
(b) Contact between the mouth and the penis, vulva, or anus.
(c) Penetration of the anal or genital opening, however slight, by hand, finger, object, or other instrument.
(d) Any other intentional touching, either directly or through clothing, of the genitalia, anus, groin, breast, inner thigh, or buttocks, excluding contact incidental to a physical altercation.
(e) Any sexual contact that is unrelated to official duties or where the employee, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire.
(f) Any attempt, threat, or request to engage in the acts described in subsections (a) through (g).
(g) Any display of uncovered genitalia, buttocks, or breasts in the presence of an adult on supervision.
(3) These definitions apply when the individual is under probation, parole, post-prison supervision, any other form of temporary or transitional leave from custody, or any form of conditional release.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

AMEND: 291-171-0045

RULE TITLE: Misuse of Grievance Review System

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to the term "adult in supervision"; align the rule with other departmental rules and language used in other departmental rules; and make minor grammatical edits.

RULE TEXT:
(1) An adult on supervision shall submit no more than two initial grievances per week or six per calendar month. A week is defined as Sunday through Saturday.
(a) Initial grievances submitted beyond two grievances in any one week or six in any calendar month shall be denied and returned to the adult on supervision, with the notation indicating misuse of the grievance review system.
(b) Grieving multiple employees involved in a single incident will count as filing one grievance.
(2) If a life, health, or safety situation arises whereby there is valid reason to submit more than two grievances in one week or six grievances in a calendar month, the adult on supervision must clearly state in writing the reason for submission of the grievance above the number allowed. If the grievance coordinator determines that these reasons are not clear, concise, or valid for submission of an additional grievance, the grievance shall be returned to the adult on supervision as denied.
(3) Actions taken against an adult on supervision for misuse of the grievance review system under these rules are not grievable.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075

AMEND: 291-171-0050

RULE TITLE: Retention and Filing of Grievances

NOTICE FILED DATE: 07/29/2026

RULE SUMMARY: Amends rule to change the term "offender" to "adult on supervision"; and make minor grammatical edits.

RULE TEXT:
(1) The grievance coordinator shall retain a file copy of grievances with pertinent documents, including appeals, in accordance with the department’s approved retention schedule.
(2) Grievances submitted by adults on supervision shall not be placed in their working file.

STATUTORY/OTHER AUTHORITY: ORS 179.040, 423.020, 423.030, 423.075

STATUTES/OTHER IMPLEMENTED: ORS 179.040, 423.020, 423.030, 423.075