



POLK COUNTY PROBATION
Tallapoosa Judicial Circuit
100 Prior Street
Courthouse #1, 2nd Floor
Cedartown, Georgia 30125
Phone 770-749-2929 / Fax 770-748-7861

GRIEVANCE POLICY AND PROCEDURE

By promoting professionalism and proficiency while protecting the interest of the community through offender accountability, enforcing court orders to promote public safety, providing opportunities for positive change and provisions of reparations for victims; thereby improving the quality of life in the community we serve; the staff of the Polk County Probation Department strive to conduct themselves in the highest professional standards, maintain professional integrity and to ethically supervise probated cases in which they are entrusted with by the Superior Court of Polk County.

The following Grievance Policy and Procedure process is in place to give both the public and the individuals being supervised an avenue in which a grievance can be submitted:

- Situations that constitute a grievance: The causes of grievances include the interpretation of areas such as rude/unprofessional behavior or concerns about unethical behavior from office staff, inability to contact probation officer, concerns of case management decision, court ordered financial obligations (overpayment of fines/fees), or other complaints that an individual feels needs to be addressed.
- How to submit a grievance: Grievances should be directed to the Director of Probation either via email, kbrandon@polkga.org or in-writing using a supplied grievance form. The following information should be included in the grievance:
 - Name and contact information (address, phone, e-mail) of the person making the complaint;
 - Name of the person on probation (if different from the person making the complaint);
 - Description of the complaint, and;
 - Name of the staff member assigned to the case, and/or name of the staff member to which the complaint is directed toward.

- How the grievance will be addressed: Upon receipt of a grievance, the Director of Probation or his/her designee will respond to said grievance within 3 calendar business days unless there are valid reasons for a required lengthier review. If the Director of Probation's review/action is not to the complainant's satisfaction, then the complainant will be directed to the *Georgia Department of Community Supervision, Misdemeanor Probation Oversight Unit (MPOU). MPOU may be contacted at mpouassistance.request@dcs.ga.gov. Complaints made to MPOU must be within 10 days of the Director of Probation giving notice of his/her decision to the complainant. When requesting assistance from MPOU please include the following, if possible:
- Name of the person being supervised;
 - Name of the probation agency and probation officer;
 - Description of the situation/Nature of the grievance, and;
 - Description of the efforts already made to resolve the matter.

*The Misdemeanor Probation Oversight Unit (MPOU) performs certain duties to oversee the misdemeanor probation services in Georgia. Each probation agency operates independently and has a Service Agreement/Contract with each court and the local governing authority they serve. MPOU does not establish their internal operational practices and procedures. If your concern is related to daily operations, case management decisions or similar matters, you should contact the supervisors and leadership of the probation department to gain information and explanations.

- Tacking grievances and resolutions: Polk County Probation focuses on the level of importance given to grievance matters by tracking and retaining data to include: timelines (dates received and resolved), number of complaints filed, pending and resolved; and the nature of the grievance. Grievance data is maintained and tracked by the Director of Probation.

The above Grievance Policy and Procedure process can be located posted within the office of the Polk County Probation Department and on the department's website.

~Kim Brandon

Polk County Misdemeanor Probation

03/10/2023