



Office of the Ombudsman & Inmate Affairs



**We Handle Family Members Concerns
To Ensure The Rights And Safety of
Offenders Are Protected.**

Brian Owens
Commissioner

OFFICE OF THE OMBUDSMAN

Mission

To promote fairness, accountability and integrity by investigating public and offender grievances, appeals and inquiries regarding unfair practices and non-compliance of policy.

Purpose

The Office of the Ombudsman acts as a bridge between concerned citizens and the Department of Corrections by gathering information that potentially uncovers and reduces problems within the corrections system thus ensuring the rights and safety of offenders are protected.

Goals

To enhance public trust within the Georgia Department of Corrections by treating all citizens with fairness and respect.

To increase the accountability of the Georgia Department of Corrections by impartially investigating reports of complaints and wrongdoing.

To continuously provide an objective view of challenges faced by the Georgia Department of Corrections in order to enhance services provided and focus on resolving issue.

OFFICE RESPONSIBILITIES

What is the role of the Office of the Ombudsman?

The Office of the Ombudsman acts as a single point of contact for family members, advocates, and other concerned citizens who are interested in reporting complaints on behalf of offenders.

Complaints may be submitted via written letter, by e-mail at ombudsman@dcor.state.ga.us, or by calling 404-657-7588.

Please keep in mind that this office processes a large volume of inquiries on a daily basis. Staff make every effort to address each issue in a respectful and timely manner.

When should I contact the Office of the Ombudsman?

After you contact a counselor at the facility or the warden's staff. They can assist you with any questions or concerns such as transfers, placement in segregation and/or protective custody, visitation, property/mail, detail assignments and programs.

After you have contacted the offender's counselor or the warden's office and you feel your concerns were not addressed, the Office of the Ombudsman will further assist you and will make every effort to address you concerns.

If you feel you have a legitimate concern pertaining to the care and safety of an offender to include physical and sexual abuse, threats, harassment, medical and/or mental health treatment, please contact the Ombudsman for further assistance.

GRIEVANCE ACTIONS

Offenders may grieve issues of any condition, policy, procedure, action or lack thereof that affect their lives in the institutions. This grievance first goes to the institution administrator for review. It may be resolved at that level. The offender has the right to appeal the administrator's resolution by bringing the matter to the attention of the Commissioner's designee.

Note: The Ombudsman Office shall not be used to bypass or avoid using the inmate grievance process.



For more information, Contact:

Georgia Department of Corrections
2 M.L. King, Jr. Dr., S.E.
Suite 954, East Tower
Atlanta, GA 30334
Phone: 404-657-7588
Fax: 404-651-6537

Visit our website at www.dcor.state.ga.us



FREQUENTLY ASKED QUESTIONS (FAQS)

Q. How can I get an inmate transferred?

A. Routine administrative transfers generally shall not be considered until an inmate has been assigned to an institution for twelve (12) months with no major Disciplinary Reports during the preceding 6 months. If or when an inmate becomes eligible for a transfer, the inmate may submit their request through their counselor.

Q. Who can I contact about having an inmate considered for early release or find out when an inmate is being paroled?

A. All parole decisions are made by the State Board of Pardons and Parole. The Parole Board may be contacted at 404-656-5712.

Q. Who do I contact if an inmate is not getting the proper medical treatment?

A. If an inmate feels that they are not getting the proper medical treatment the inmate should file an informal grievance.

Q. How can I find an inmate's location release date or charges?

A. An inmate query can be done on the Department of Corrections Public Website. The query will provide information such as the inmate's location release date and charges.

Q. How can I contact an inmate?

A. Inmates may be contacted via mail.

Q. What if an inmate has concerns that are not being addressed?

A. If an inmate has concerns that are not being addressed at the institutional level he or she should file a Grievance.

FAQ'S Continued

Q. What needs to be done if an inmate's time has not been computed correctly?

A. The inmate may speak with his counselor regarding the computation error. If the matter is still unresolved the inmate may file a Grievance.

Q. What can be done if an inmate received a Disciplinary Report for something he/she did not do?

A. If an inmate has been found guilty of a Disciplinary Infraction he or she will be given the opportunity to appeal the Disciplinary Report through the Disciplinary Appeal Process.

Q. Who do I contact regarding an inmate being assaulted?

A. The Inmate will first need to report any assaults (Sexual/Physical) to the administrative staff i.e. Warden, Deputy Warden or Counselor. The administrative staff will then take the proper action.

Q. Why was my visitation denied or revoked?

A. The Georgia Department of Corrections has the right to refuse visitation to anyone who is suspected of, caught on the premises with contraband, attempts to introduce contraband into the facility, deceptive on the significant other form, or who has been repeatedly warned about a particular action. GDC may also suspend visitation privileges to meet special security needs of the facility. If you have questions regarding visitation you may contact the inmates Counselor.