

# OMBUDSMAN



**GEORGIA**  
DEPARTMENT OF CORRECTIONS

## MISSION

The Georgia Department of Corrections protects the public by operating safe and secure facilities through the development of professional staff and effective offender management.

**Timothy C. Ward**, Commissioner  
**Clay Nix**, Director, Office of Professional Standards

The mission of the Ombudsman and Inmate Affairs Unit is to promote fairness, accountability and integrity by investigating public and offender grievances, appeals, and inquiries regarding unfair practices and non-compliance of policy. They accomplish that task by investigating allegations of violations of GDC policies and procedures, monitoring problems in the correctional system in a fair and consistent manner and addressing offender and general public concerns in an unbiased, impartial, and courteous manner.

## DUTIES

To act as a liaison between the community and department and ensure the appropriate correctional staff are provided the necessary information to address the offender and general public concerns in a fair and consistent manner. Their goal is to enhance public trust with GDC by treating all citizens with fairness and respect.

## REASON TO CONTACT

1. If you have contacted the offender's Counselor or the Warden's office and you feel your concerns were not addressed.
2. If you feel you have a legitimate concern pertaining to the care and safety of an offender to include physical, sexual abuse, threats, harassment, medical and/or mental health treatment.

INFORMATIONAL HIGHLIGHTS

## FAQ'S ABOUT THE OMBUDSMAN OFFICE

**Q: What needs to be done if an offender's time has not been computed correctly?**

*A: The offender may speak with his/her counselor regarding the computation error. If the matter is still unresolved, the offender may file a grievance.*

**Q: Who do I contact regarding an offender being assaulted?**

*A: The offender 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: How can I contact an offender?**

*A: Offenders may be contacted via mail.*

**Q: Who do I contact if an offender is not getting the proper medical treatment?**

*A: If an offender feels that they are not getting the proper medical treatment, the offender should file a medical complaint via their GOAL device or file a grievance.*

**Q: What can be done if an offender received a Disciplinary Report (DR) for something he/she did not do?**

*A: If an offender has been found guilty of a disciplinary infraction, he or she will be given the opportunity to appeal the DR through the Disciplinary Appeal Process.*

Complaints may be submitted via written letter to 300 Patrol Road, Forsyth, Ga 31029, by email at [ombudsman@gdc.ga.gov](mailto:ombudsman@gdc.ga.gov), or by calling 478-992-5358.

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