

¿Ha entablado una apelación o un motivo de queja con respecto al asunto con D.O.C.?

Sí

No

Si entabló una apelación o un motivo de queja, ¿Qué resultó? Adjunte copias de su apelación y la respuesta de D.O.C.

Haga una lista de nombres y títulos de trabajo de los empleados D.O.C. a quienes ha hablado o escrito con respecto al asunto.

¿Su asunto ha estado sujeto a una vista en Corte?

Sí

No

Si contesto sí, ¿Cuál es el número motivo del proceso?

¿Ha preguntado alguna persona para ayudarle con el problema? (por ejemplo, un abogado, La Oficina del Gobierno, un Legislador del Estado?)

Sí

No

Nombre, dirección y número de teléfono de las personas a quienes ha hablado con respecto al asunto.

Proporcione información adicional que pueda ayudar la investigación del Ombudsman en su reclamación.

¿Cuál es su expectativa o esperanza del servicio del Ombudsman? ¿Cómo podríamos servirle en una manera mejor?

La Firma

INFORMACIÓN GENERAL

¿La Oficina de Ombudsman es parte del D.O.C.? La Oficina de Ombudsman es separada e independiente del Departamento de Correcciones. El Director de la Oficina es nombrado por el Gobernador, y La Oficina es parte del Departamento de Administración.

¿Qué es un Ombudsman? Es una persona, empleado o agente de la Oficina, que atiende reclamaciones y trata de encontrar soluciones mutuamente satisfactorias.

¿Qué hace un Ombudsman? El Ombudsman investiga y resuelve reclamaciones que puso en peligro el D.O.C. la salud y la seguridad de cualquiera persona, o si el D.O.C. violó leyes específicas, reglas o sus propias políticas escritas. El Ombudsman no investigará reclamaciones con respecto a los asuntos de los empleados de D.O.C.

¿Quién puede entablar reclamaciones? Cualquiera persona puede entablar una reclamación con el Ombudsman.

¿Sabe el D.O.C. si entablaría una reclamación? Su nombre no va a estar revelado sin su permiso hasta cierto punto es necesario investigar y resolver su reclamación.

¿Cómo se entabla una reclamación? Todas las reclamaciones tienen que ser escritas. Complete un formulario de reclamación y envíelo a la Oficina de Ombudsman.

¿Puede el Ombudsman solve mi problema? El Ombudsman investiga reclamaciones, responde a preguntas, examina políticas y procedimientos, recomienda cambios, y media resoluciones.

¿El Ombudsman va a representarme en Corte? No. Si decide demandar el D.O.C. con respecto a su reclamación, el Ombudsman va a parar la investigación y cierra el proceso.

¿Puede el Ombudsman hacer un esfuerzo por hacer cambios del D.O.C.? El Ombudsman no puede mandar al D.O.C. hacer cualquiera cosa. El Ombudsman puede recomendar cambios, y puede señalar donde hay problemas.

¿Cómo se sabe que paso con la reclamacion propia? El Ombudsman informará a Ud. Los resultados de una investigación. Si el Ombudsman decide no investigar su reclamación va a recibir una razón de la Oficina.

¿Más preguntas? Llame al Ombudsman a (317) 234-3190 o mande un correo electrónico a: OMBUD@idoa.in.gov

Indiana Code § 4-13-1.2

IC 4-13-1.2-1

"Bureau" defined

Sec. 1. As used in this chapter, "bureau" refers to the department of correction ombudsman bureau established by section 3 of this chapter. The term includes individuals approved to act in the capacity of ombudsmen by the department of correction ombudsman bureau.

IC 4-13-1.2-2

"Ombudsman" defined

Sec. 2. As used in this chapter, "ombudsman" means an employee of the bureau or an individual approved by the bureau to investigate and resolve complaints that the department of correction endangered the health and safety of any person, or that the department of correction violated specific laws, rules, or written policies.

IC 4-13-1.2-3

Ombudsman bureau; separate bureau within department of administration

Sec. 3. The department of correction ombudsman bureau is established as a separate bureau within the department of administration.

IC 4-13-1.2-4

Appointment of director by governor; technical experts and other employees

Sec. 4. (a) The governor shall appoint a director of the bureau. The governor shall appoint a successor director within thirty (30) days after a vacancy occurs in the position of the director. The director serves at the pleasure of the governor.

(b) The director may employ technical experts and other employees to carry out the purposes of this chapter. However, the director may not hire an individual to serve as an ombudsman who has been employed by the department of correction during the preceding year.

IC 4-13-1.2-5

Powers of ombudsman; report following investigation; notice of decision not to investigate

Sec. 5. (a) The ombudsman may receive, investigate, and attempt to resolve complaints that the department of correction:

- (1) violated a specific law, rule, or department written policy; or
- (2) endangered the health or safety of any person.

However, the ombudsman shall not investigate a complaint from an employee of the department of correction that relates to the employee's employment relationship with the department of correction.

(b) At the conclusion of an investigation of a complaint, the ombudsman shall report the ombudsman's findings to the complainant.

(c) If the ombudsman does not investigate a complaint, the ombudsman shall notify the complainant of the decision not to investigate and the reasons for the decision.

IC 4-13-1.2-6

Access to records and facilities; immunity for release of records

Sec. 6. (a) An ombudsman shall be given:

- (1) appropriate access to the records of an offender who files a complaint under this chapter; and
- (2) immediate access to any correctional facility administered or supervised by the department of correction.

(b) A state or local government agency or entity that has records that are relevant to a complaint or an investigation conducted by the ombudsman shall provide the ombudsman with access to the records.

(c) A person is immune from:

- (1) civil or criminal liability; and
- (2) actions taken under a professional disciplinary procedure

dealing with an employee of the department of correction; for the release or disclosure of records to the ombudsman under this chapter.

IC 4-13-1.2-7

Duties of ombudsman; privileged communication

Sec. 7. (a) The ombudsman shall do the following:

- (1) Establish procedures to receive and investigate complaints.
- (2) Establish access controls for all information maintained by the bureau.
- (3) Except as is necessary to investigate and resolve a complaint, ensure that the identity of a complainant will not be disclosed without:
 - (A) the complainant's written consent; or
 - (B) a court order.
- (b) The correspondence and communication between the ombudsman and any person is a privileged communication.

IC 4-13-1.2-8

Adoption of rules

Sec. 8. The bureau may adopt rules under IC 4-22-2 necessary to carry out this chapter.

IC 4-13-1.2-9

No civil liability for good faith performance of duties

Sec. 9. The ombudsman is not civilly liable for the good faith performance of official duties.

IC 4-13-1.2-10

Annual report on ombudsman bureau

Sec. 10. (a) The director of the bureau shall prepare a report each year on the operations of the bureau.

(b) A copy of the report shall be provided to the following:

- (1) The governor.
- (2) The legislative council.
- (3) The department.
- (4) The department of correction.

IC 4-13-1.2-11

Violations; penalty

Sec. 11. A person who:

- (1) intentionally interferes with or prevents the completion of the work of the ombudsman;
 - (2) knowingly offers compensation to the ombudsman in an effort to affect the outcome of an investigation or a potential investigation;
 - (3) knowingly or intentionally retaliates against an offender or another person who provides information to the ombudsman; or
 - (4) makes threats because of an investigation or potential investigation against the ombudsman, a person who has filed a complaint, or a person who provides information to the ombudsman;
- commits a Class A misdemeanor.

IC 4-13-1.2-12

Office space for ombudsman bureau

Sec. 12. The department of administration shall provide and maintain office space for the bureau.