**Section 504.920 Filing of Grievances**

a) Releasees who have been unable to resolve complaints or problems through parole staff may file a written grievance with the Parole Commander. A grievance must be filed within 60 days after the discovery of the incident, occurrence or problem that gives rise to the grievance. However, if a releasee can demonstrate that a grievance was not timely filed for good cause, the grievance shall be considered. Complaints or problems regarding the revocation of release status, clemency or orders regarding the length of sentence or decisions that have been rendered by the Director are not reviewable under this procedure.

b) The grievance shall contain factual details regarding each aspect of the releasee's complaint, including what happened, when, where, and the name of each person who is the subject of or who is otherwise involved in the complaint. This provision does not preclude a releasee from filing a grievance when the names of individuals are not known, but the offender must include as much descriptive information about the individual as possible.

(Source: Amended at 41 Ill. Reg. 3869, effective April 1, 2017)