

	<b>DEPARTMENT OF CORRECTIONS AND REHABILITATION</b> <b>CORRECTIONS ADMINISTRATION</b> <b>POLICY AND PROCEDURES</b>	<b>EFFECTIVE DATE:</b> January 1, 2024	<b>POLICY NO.:</b> COR.12.04
		<b>SUPERSEDES (Policy No. &amp; Date):</b> COR.12.04 of December 03, 2009	
<b>SUBJECT:</b> <b>ACCESS TO OMBUDSMAN</b>		Page 1 of 2	

## 1.0 PURPOSE

To explain the rights of the inmate to contact the Ombudsman and to delineate procedure for both inmates and staff.

## 2.0 SCOPE

This policy applies to all department facilities and offices.

## 3.0 REFERENCES AND DEFINITIONS

- .1 Hawaii Revised Statutes (HRS) Chapter 96, The Ombudsman

## 4.0 POLICY

- .1 Pursuant to HRS Chapter 96, inmates may call or correspond with the Ombudsman's office to seek assistance. Upon admittance to any Hawaii State facility, inmates should be informed of their right to consult with the Ombudsman.
- .2 Staff from the Ombudsman's office may investigate any complaint that the Ombudsman determines to be an appropriate subject for investigation under HRS §96-8.
- .3 The Ombudsman may enter a Hawaii State facility without notice to inspect the premises and/or hold private hearings pursuant to HRS §96-9.
- .4 Department of Corrections and Rehabilitation (DCR) staff shall cooperate with the Ombudsman's office during any investigation. If questions arise during the course of an investigation regarding the Ombudsman's access to any DCR facility, staff should contact the Institutions Division Administrator (IDA) immediately. If questions arise during an investigation regarding the Ombudsman's access to records, inmate, or staff, staff should contact the appropriate Division Administrator for guidance.

**NOT CONFIDENTIAL**

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APPROVAL RECOMMENDED:

  
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Deputy Director for Corrections

**JAN 0 1 2024**  
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Date

APPROVED:

  
\_\_\_\_\_  
DIRECTOR

**JAN 0 1 2024**  
\_\_\_\_\_  
Date

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