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DONAL CAMPBELL
COMMISSIONER

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ADMINISTRATIVE REGULATION
NUMBER 025

OPR: RESEARCH AND PLANNING

RESPONSE TO OUTSIDE INQUIRIES AND SURVEYS

I. GENERAL

This Alabama Department of Corrections (ADOC) Administrative Regulation (AR) establishes the responsibilities, policies, and procedures to provide for timely response to inquiries and surveys from the public, private, and other governmental agencies.

II. POLICY

Senior Managers shall ensure that outside inquiries and surveys are responded to promptly, factually and in writing, when required.

III. DEFINITION(S) AND ACRONYM(S)

This section is not used.

IV. RESPONSIBILITIES

All ADOC employees are responsible for complying with the contents of this regulation.

V. PROCEDURES

A. Outside Inquiries:

1. Outside inquiries submitted directly to the Commissioner shall be forwarded by the Commissioner's executive secretary to the appropriate ADOC staff for response and/or resolution. Responses to these inquiries shall be formatted in accordance with established guidelines on the Commissioner's letterhead and returned to the Commissioner for signature when required.
2. A tracking system for monitoring outside inquiries to the Commissioner's office shall be established by the Commissioner's designee.
3. Wardens shall be responsible for responding to and monitoring local inquiries in a timely manner.

B. Surveys:

1. All surveys received within the Department shall be submitted for processing directly to the Director of Research and Planning.
2. Research and Planning shall delegate surveys to the appropriate staff for response and monitor timeliness of response.
3. Surveys will be returned to the requestor(s) by Research and Planning and a historical file will be maintained.

VI. DISPOSITION

Any forms used will be disposed of and retained according to the Departmental Records Disposition Authority (RDA).

VII. FORMS

There are no forms prescribed by this regulation.

VIII. SUPERCEDES

This being a new regulation it does not supercede any other regulation at this time.

IX. PERFORMANCE

- A. Code of AL 1975, Sections 14-1-1 and 14-1-2
- B. ACA Standards: 4-4020



Donal Campbell, Commissioner