



# STATE OF INDIANA

Eric J. Holcomb, Governor

DEPARTMENT OF ADMINISTRATION  
DOC OMBUDSMAN BUREAU

Indiana Government Center South  
402 West Washington Street, Room W479  
Indianapolis, IN 46204

November 24, 2020

Mary Klein  
2625 Middlefield Rd #565  
Palo Alto, CA 94306

Dear Ms. Klein,

The Indiana DOC Ombudsman Bureau is in receipt of your correspondence in May 2020 concerning offenders receiving books from outside vendors at the Miami Correctional Facility. The Bureau was established to investigate and resolve complaints concerning whether the Indiana Department of Correction has violated a law, rule or its own policy, or that it endangered the health or safety of any person. I.C. 4-13-1.2-5.

Apologies for the late response, DOC facility policy dictates which vendors are approved. Amazon and Edward Hamilton Book Distributors are both approved. Please have the offender submit an informal grievance. If after doing so, you still are not satisfied with the response or do not receive a response, then you may file a formal grievance through the Grievance Specialist. If after you have fully completed all levels of the Grievance Process, you still would like the Bureau to review the matter, please send all paperwork related to the matter to the Bureau for review. Accordingly, I find no reason to review this matter any further. Thus, we are closing your file.

Feel free to send complaints to the Bureau should you suspect a violation of DOC policy or procedure or feel that your health or safety is being threatened. Always use the facility level process available to you before submitting complaints with the Bureau and provide an explanation of how you have done so in your complaint. Please be aware all replies to requests filed through GTL Services will be sent by mail.

I appreciate your patience and cooperation and assure you that in the future I will work with you and the Department of Corrections to ensure that all DOC policies and procedures are correctly followed and your safety and health are protected.

Sincerely,

A handwritten signature in black ink that reads "Charlene A. Burkett".

Charlene A. Burkett  
Director, Ombudsman Bureau

Complaint #19823