

affairs, we are not to interfere with the financial arrangement between attorney and client neither are we to act as a guarantor or collector of the fees. The payment of retained attorney's fees is a matter between attorney and client. Administrative Form 6 is hereby discontinued.

c. Visits by attorneys of record are not to be subject to auditory supervision. Correspondence between attorney of record and client may be opened, but for the sole purpose of inspection for improper content. Matters which relate to legal advice or concern pending or prospective litigation, included in such correspondence, are to be kept in strict confidence by the inspecting official.

MYRL E. ALEXANDER,
*Director, Bureau of Prisons,
 Commissioner, Federal Prison Industries, Inc.*

Dr. ALEXANDER. Finally, Mr. Chairman, I appreciate this opportunity to make known to the committee my views on our policies and practices which are designed to assure full communication between the men and women in our institutions and responsible officials of Government.

The use of ombudsmen in Government is beyond my experience as a prison administrator and my personal judgment of the ombudsman principle must be deferred until it has been fully explored Government-wide or by persons more competent than I. In the meantime, I firmly believe that we have provided a responsible and effective means for Federal prisoners to communicate any complaints, requests, or wishes to the responsible officials of their Government and the courts.

Thank you, Mr. Chairman.

Senator LONG. Thank you, Dr. Alexander.

Mr. Kass?

Mr. KASS. Thank you, Mr. Chairman.

Dr. Alexander, in listening to the discussion of the Veterans' Administration, I assume you couldn't set up the telephone-type systems in the Bureau of Prisons as we could with the VA?

Dr. ALEXANDER. I agree. It would severely breach institutional security, Mr. Kass.

Mr. KASS. I see.

Professor Gellhorn who has written a book called "When Americans Complain," and has done a lot of study in the area of ombudsmen at both the Federal, State, and local level, has made the following statement which I will paraphrase; that the prisoners, as he says, are deluded—and talking both at the Federal, State, and local level—if they suppose that complaints are investigated without local awareness that they have been made, implying that the complaints at all levels, whether from Congress or the President or others, are ultimately sent back to your agency for review. He makes the point, therefore, that there is no real external review of the prisoners' complaints.

Would you care to comment on this in light of this which is, in effect, the supplemental remedy that Mr. Hamilton referred to, of the ombudsman.

Dr. ALEXANDER. First of all, a majority of, or a very substantial number of, the complaints are legal complaints. These involve procedures of investigative agencies, or legality of sentences, the construction of sentence the way time is computed, and the like. These are all matters of fact or record. They are reviewed, each and every one,