

DEPARTMENT OF HUMAN SERVICES  
DIVISION OF JUVENILE JUSTICE SERVICES  
POLICY AND PROCEDURES

Policy No: 04-08	Effective Date: 08/11/04	Revision Date: 08/11/14
Subject: Juvenile Grievance Process		

**I. Policy Statement**

The Division will ensure that each juvenile receiving Division services has a means of submitting grievances regarding Division operations affecting the juvenile, that submitted grievances are treated as confidential, and that juveniles are not retaliated against for participating in any grievance process. Written grievance procedures shall be provided to all juveniles in Division programs and facilities during the intake/orientation process. Grievance forms are confidential and secure receptacles shall be accessible to juveniles and checked by the Assistant Program Director (APD) or designee daily. Only those persons necessary to resolve a grievance should be made aware of its contents.

**II. Rationale**

Juveniles placed in the care of the Division, or who are accessing any of its services, shall be treated with dignity and respect, and free from any type of injustice or oppression by any staff of the Division. Grievance procedures shall be available to provide a just and equitable method for the administrative resolution of a juveniles' grievance.

**III. Definitions**

“Grievance” is a claim or allegation regarding a condition, circumstance, or action thought by the grievant to be unjust, inequitable, or oppressive.

**IV. Procedures**

- A. Staff shall inform juveniles their rights to file a grievance and provide them with procedures and a grievance form during the orientation phase when entering a Division facility/program.
  1. Any condition of confinement, circumstance, or action affecting a juvenile in a Division facility/program and considered by the juvenile to be unjust, inequitable or oppressive may be grieved.
  2. Grievances shall be submitted in writing on the Grievance Form provided by the facility/ program. Forms and a secure drop box shall be accessible to juveniles in a designated area. The drop box will be checked daily by the facility/program APD or designee.
- B. Division staff may be enlisted by a juvenile to represent and assist in the process of filing and resolving a grievance when requested by the juvenile.

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1. If the grievance cannot be resolved in conference with the staff representative, the juvenile is entitled to present the grievance to the appropriate supervisor, or facility/program APD.
  2. The facility/program APD, or their designee shall investigate grievances, within three working days of receiving a written allegation.
  3. The facility/program APD or designee will determine what action will be taken to rectify a situation. All findings/results shall be discussed with the juvenile and documented on the grievance form. Forms will be kept confidential and maintained by the APD in a designated file.
- C. The decision of the facility/program APD or designee regarding resolution of any submitted grievance is final, and may not be appealed further within the Division.
- D. No juvenile submitting a grievance or witness involved in a grievance process will suffer harassment, or any other form of retaliation, as a result of participation in the grievance process.
- E. Allegations made during any grievance process involving any sort of emotional, physical, and/or sexual abuse of a juvenile shall be referred to the Division's Bureau of Investigations in accordance with JJS Incident Report policy 05-15, for further action and or investigation.

**V. Continuous Renewal**

This policy shall be reviewed every three (3) years to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

This policy has been reviewed by the Board of Juvenile Justice Services, and is approved upon the signature of the Director.



Russell K. Van Vleet, Chair  
Board of Juvenile Justice Services

8-11-14

Signature Date



Susan V. Burk, Director  
Division of Juvenile Justice Services

8-11-14

Signature Date