

COMMUNITY/PREA GRIEVANCES – JUVENILE, PARENT, COMMUNITY**Brazos County Juvenile Services** (Administration and Personnel)**Page 1 of 5****Related Standards:** TJJD
PREA**POLICY:**

It is the policy of Brazos County Juvenile Services to respond quickly to all complaints, allegations, and/or grievances from juveniles, parents, or members of the community against the department or an employee of the department. All grievances from other persons will be addressed promptly without alteration, interference or delay. Corrective action will be taken whenever the situation requires.

PROCEDURE	RESPONSIBLE PARTY
1. Complaint is received from a juvenile, parent or a member of the community. The person expressing the complaint shall be provided full opportunity to be heard.	Any Department Employee
2. Employee may offer general suggestions and/or information to assist the complainant to understand basic procedures and practices of the department if complaint is based on lack of knowledge or general understanding of these issues.	Any Department Employee
3. Explain to the complainant each of the following steps: (A) Complainant should first speak directly to the individual that may be responsible for concern; (B) A Grievance Form does exist if discussing the matter with responsible person fails to resolve the concern. Inform complainant where they may obtain a Grievance Form; (C) Identify the name of the Division Supervisor/Manager that may be responsible to take further action.	Any Department Employee
4. Report that verbal complaint was received to appropriate Division Manager and make them aware of the concern that was fielded.	Any Department Employee
5. Investigate complaint fully upon receipt of grievance form and take necessary action to resolve concern.	Supervisor/Manager
6. Contact complainant within 10 working days from time of receipt of grievance form and inform them of results of investigation and steps that were taken to correct issue of grievance.	Supervisor/Manager

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PROCEDURES	RESPONSIBLE PERSON
7. If complainant is not satisfied with results of investigation and steps taken to correct issue of grievance by the Division Manager, inform them that issue will be forwarded to Juvenile Services Executive Director for further investigation and/or action.	Supervisor/Manager
8. Forward all written documentation regarding grievance to Director of Juvenile Services.	Supervisor/Manager
9. Conduct further investigation into matter and inform complainant within 10 working days of receipt of referral from Division Manager.	Executive Director
10.If complainant is not satisfied with actions taken by Executive Director, inform complainant of his/her right to be placed on the next Juvenile Board agenda to discuss the grievance / problem / concern with the Board.	Executive Director

NOTE: The Director of Juvenile Services may be consulted anywhere in the process and should be kept informed of all grievances from the community whether resolved or unresolved, as soon as possible.

BRAZOS COUNTY JUVENILE SERVICES

Juvenile, Parent, Community/PREA Grievance

If you have a grievance or report of abuse, neglect, exploitation, or feel that your child's case has been handled improperly, please complete the following steps:

Please answer each of the six (6) following sections:

1. General Information:

Your Name: _____

Home Phone #: _____ Work Phone #: _____

Other Phone # where you can be reached: _____

Does this grievance concern your child? ☐ YES / ☐ NO

- If YES, what is your child's name: _____

2. Who (*department employee(s)*) have you already spoken to in an effort to resolve this grievance / problem / concern?

3. When (date & time) did you meet or speak with this person(s)?

4. What is your grievance / problem / concern?

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4. **What** is your grievance / problem / concern? – (continued)

(Use additional sheets of paper if required)

5. **What** do you think should be done about your grievance / problem / concern?

(Use additional sheets of paper if required)

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6. **Which Division Supervisor/Manager** was this report given to? (Please check one)

- ☐ Demetris McDaniel, Supervisor of Field Services for **Field Probation Supervision** concerns
- ☐ Jannifer Taylor, Supervisor of Court Services for **Court Supervision** concerns
- ☐ Jonathan Storemski, Supervisor of STAR Team for **STAR** concerns
- ☐ Evan Stroup, Supervisor of Placement, Aftercare and RRP for **Placement, Aftercare or RRP Supervision** concerns
- ☐ Itzel Correa, Deputy Director of Community Services for **Community Program** concerns
- ☐ Ashley Taylor, PREA Coordinator for **PREA** concerns
- ☐ Christopher Coffey, Facility Administrator of Juvenile Detention for **Juvenile Detention** concerns and food service concerns
- ☐ Todd McKey, Superintendent for **Academy / J.J.A.E.P.** concerns
- ☐ Ted Randall, Administrative Services Manager for **Financial/Fee**

Your Signature

Today's Date

NOTE: The above Division Manager/Supervisor will be in contact with you no later than 10 working days from the date they receive this report to inform you of what steps or actions have been taken to correct your grievance / problem / concern.