

**SAN JOAQUIN COUNTY PROBATION DEPARTMENT
JUVENILE DETENTION POLICY AND PROCEDURE MANUAL**

TO: ALL STAFF

BULLETIN #: D-202

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SUBJECT: CONCERNS OF PARENT, GUARDIANS OR OTHER PARTIES

POLICY

Juvenile Detention employees will respond to concerns from parents, guardians, victims, and the general public in a timely and courteous manner.

PROCEDURES

A. Parent/Guardian Concerns

1. Simple concerns of parents or guardians may be heard first by line staff, and can often be handled by a Juvenile Detention Office (JDO) or Juvenile Detention Unit Supervisor (JDUS).
2. The contact should be documented in an Incident Report
3. More serious concerns shall be referred to the Juvenile Detention Facility Supervisor (JDFS), who will respond to the parent or guardian immediately.
4. If the matter was resolved, the JDFS is responsible to complete an Incident Report documenting the issues and resolution.
5. If the matter is not resolved, the JDFS shall refer the matter to the appropriate Assistant Deputy Chief Probation Officer (ADCPO) as soon as possible.

B. Concerns from Other Parties

1. Relatives, neighbors, victims or others will occasionally call Detention and voice their concerns.
2. These concerns must be referred to detention managers (JDFS or above).
3. If an "other party" concern cannot easily be resolved, or contains issues of

liability to the department, or a matter of potential “public interest,” the JDFS will refer the matter to the appropriate ADCPO or above.

4. The ADCPO shall work to resolve the matter as quickly as possible.

For further guidance see Personnel Complaint Policy