

**9SAN JOAQUIN COUNTY PROBATION DEPARTMENT
JUVENILE DETENTION POLICY AND PROCEDURE MANUAL**

TO: ALL STAFF

BULLETIN #: D-606

APPROVED BY: STEVE JACKSON
CHIEF PROBATION
OFFICER

REPLACES: 6/16/2016

ISSUE DATE: 12/1/2025

SUBJECT: YOUTH GRIEVANCES

POLICY:

A youth may file a grievance relating to any condition of confinement, including but not limited to, health care services, classification decisions, program participation, telephone, mail or visiting procedures, food, clothing, bedding, mistreatment, harassment, or violations of the nondiscrimination policy. A youth shall have an opportunity for a fair hearing and resolution of the complaint pertaining to his/her care in the Juvenile Detention facilities. The resolution of the grievance shall occur at the lowest appropriate staff level. There shall be no loss of privileges, nor there any discipline or punishment for a youth submitting grievances. There shall be no time limit on filing grievances.

PROCEDURES

A. General Guidelines

1. Prior to being assigned to a housing unit or the Camp, the Intake Juvenile Detention Officer (JDO) shall review the Grievance Section of the Youth Handbook with the youth.
2. To ensure the youth is fully aware of the Grievance Process, once the youth has been assigned to a housing unit or the Camp, the Juvenile Detention Unit Supervisor (JDUS), shall also review the Grievance Section of the Youth Handbook with the youth.
3. Each housing unit and the Camp shall post the grievance procedures in the dayroom, which outlines the protocol for filing grievances.
4. The Grievance Form for Youth (Attachment A) shall be readily accessible to youth in a wall mounted grievance box located on all the housing units and the Camp.
5. A youth shall be allowed access to a pencil to complete the Grievance Form, unless his/her behavior constitutes a danger to staff or other youth. As soon as the youth's behavior warrants, a pencil will be provided to the youth.
6. Whenever possible, grievances should be settled informally and by the staff member who received the grievance.

7. Resolution of the grievance shall occur at the lowest appropriate staff level.
8. A grievance may be either oral or in writing, with equal weight being given to both.
9. A youth may also submit a Youth Advocate Discussion Form (Attachment B) to speak with the Youth Advocate about an issue without filing a formal grievance. The Youth Advocate will respond to all requests on a daily basis.
10. Youth may report grievances related to sexual abuse and sexual harassment through a variety of internal and external methods, which may include JDO's, Probation Officers, Detention Administration, Youth Advocate, Juvenile Court Judge, attorney, teachers, medical staff, Behavioral Health Services staff, etc.

B. Grievance Procedures

1. The youth shall complete Step I of the Grievance Form.
2. The youth shall have the option to submit the Grievance Form to any Juvenile Detention Officer (JDO or JDUS) or file the grievance form in the confidential locked grievance box.
3. If a youth submits the Grievance Form to a JDO or JDUS, they shall make every effort to resolve the issue.
4. If the grievance cannot be resolved by the staff receiving the grievance, another JDUS or JDO shall make every effort to resolve the issue and complete Step II of the Grievance Form. The JDUS or JDO shall then place the Grievance Form in the confidential locked box on the housing unit.
5. The Youth Advocate, or designee, shall retrieve all grievances submitted by the youth daily and ensure it is numbered and logged on the Master Log.
6. Grievances related to sexual abuse and sexual harassment will immediately be reported to Detention Administration for review. Consideration will also be made in regard to the Prison Rape Elimination Act.
7. The Youth Advocate, or designee, will meet with the youth to review the grievance and provide an initial response within three business days of receiving the grievance.
8. The youth will be given an opportunity to explain their version of the grievance to a person not directly involved in the circumstances which led to the grievance.
9. The youth may choose a staff representative (to be approved by a member of Detention Administration) to assist them in the grievance process.

10. The Youth Advocate shall make every effort to resolve the issue by speaking to appropriate staff
11. If the grievance is not resolved, the grievance shall be submitted to the Assistant Deputy Chief Probation Officer (ADCPO) for an appeal.
12. The ADCPO must respond to the youth in writing within ten (10) business days of receipt of the written grievance, unless circumstances dictate a longer period. The youth shall be notified of the delay.
13. The ADCPO will review all grievances on a weekly basis for timeliness of resolution, changes in policies or procedures, type of grievances, trends and patterns.
14. The Youth Advocate will document the resolution of the grievance in the case management system.
15. Any concerns of parents, guardians, staff or other parties regarding grievances by the youth shall be immediately addressed by the Youth Advocate and documented in the case management system.
16. Any concerns of parents, guardians, staff or other parties not related to the grievance shall be provided with a copy of the Citizen's Complaint form and instructions for filing.
17. The original copy of the Grievance Form will be maintained by the Detention Office Specialist.
18. The youth will sign and date the Grievance Form at each decision point and will be provided with a copy of the Grievance Form upon conclusion.

Number: _____

**SAN JOAQUIN COUNTY PROBATION DEPARTMENT
JUVENILE DETENTION FACILITY**

GRIEVANCE FORM FOR YOUTH

STEP I: TO BE COMPLETED BY YOUTH

YOUTH'S NAME: _____ DOB: _____ Unit : _____ Shift: AM PM GY

Youth's Statement: _____

Signature of Youth

Date

STEP II: TO BE COMPLETED BY JUVENILE DETENTION UNIT SUPERVISOR

JDUS NAME: _____ Youth J#: _____

Date Report Received: _____

Date Grievance Discussed: _____

Issue: _____

Resolution/Recommendation: _____

☐ Resolved ☐ Unresolved Date: _____

Signature of Youth

Forwarded to Youth Advocate on _____

(In the absence of the Youth Advocate, Youth Advocacy POIII will process grievances.)

STEP III: TO BE COMPLETED BY YOUTH ADVOCATE OR YOUTH ADVOCACY POIII

YOUTH ADVOCATE/POIII: _____

Date Report Received: _____

Date Youth Interviewed: _____

Decision: _____

☐ Resolved ☐ Unresolved

Title 15: ☐ Yes ☐ No

Youth Signature: _____ Date: _____

Youth Advocate Signature: _____ Date: _____

**STEP IV: UNRESOLVED MATTERS TO BE FORWARDED TO ASSISTANT DEPUTY
CHIEF PROBATION OFFICER/ OPERATIONS**

Grievance Copy given to Youth

Youth Signature: _____ Date: _____

Distribution:

1. Administration - Original
2. Youth - Yellow
3. JDFS in Charge of Unit - Green

ADCPO REVIEW AND FINDINGS

ADCPO SIGNATURE:

DATE:

606-1
5/01/16

Attachment A

YOUTH ADVOCATE DISCUSSION FORM

NAME: _____

DOB: _____

UNIT: _____

Would like to talk to you about:

N:\JuvHall\Office Secretary\Forms Admin\Youth Advocate Discussion Form.doc

Attachment B