

Resident Grievance Procedure

Residents and/or parents have the right to grieve the actions of Youth Facility staff or conditions or circumstances in which they feel they have been treated unfairly. A grievance procedure is necessary to ensure that a resident's rights are not violated, to monitor and eliminate inappropriate conditions, and provide a safety valve to reduce tension among the residents detained in the Youth Facility.

STEP I

The resident will attempt to resolve the complaint or condition with the staff on duty at the time of the situation. Youth are required to wait 10 minutes before asking staff involved to discuss the situation. In most instances a discussion between the resident and staff member will result in a satisfactory solution. If a resident is not satisfied with the discussion and the result of the conversation, they may appeal the situation to the Shift Supervisor during the shift that the incident occurred. Within 24 hours, the Shift Supervisor will obtain information from the staff involved, discuss the situation with the resident, and render a decision. If the resident is not satisfied with the decision of the Shift Supervisor, they can request a grievance form with envelope and may proceed to Step II. Failure to submit a grievance form within the 24 hour period of time may result in further consequences.

STEP II

A formal grievance can be submitted to Facility Administration. The resident is to place the grievance in writing and must submit this to Administration in a sealed envelope within 24 hours after the final decision in Step I. Upon receipt of the written grievance, Administration will review the complaint to determine if a violation of a resident's right did, indeed, occur. If the complaint is appropriate, Administration shall conduct an investigation to determine if the incident occurred as the resident states. This investigation will include a review of all pertinent written materials and interviews with all persons who witnessed the incident. A written response

to the complaint shall be completed within two days of the Administrator receiving the written grievance. If the decision is in favor of the individual grieving, Administration will determine what actions will be taken to rectify the situation. If the decision does not support the individual grieving, the resident will have the option to appeal to the Family Court Administrator.

STEP III

If an appeal is made to the Family Court Administrator, all information shall be submitted within 2 days after the final decision in Step II. The Court Administrator may conduct additional interviews if the circumstances of the grievance merit this. Both the staff members and the resident will have the opportunity to submit written materials to substantiate their positions. The Court Administrator shall complete the investigation of the grievance within two days after receiving written appeal.

The Court Administrator's decision shall be final and binding. All involved parties shall be provided with a written decision at this time. In all steps of the grievance procedure, a resident shall have the opportunity to have a representative present. Copies of all written grievances will be placed in the resident's file. The Facility Director will additionally maintain copies.