

DEPARTMENT OF HUMAN SERVICES
JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No.: 04-08	Effective: 08/11/2004	Revision Date: 08/26/2021
Subject: Youth Grievance Process		

I. Policy Statement

The Division shall ensure that each juvenile receiving Division services has a means of submitting grievances. Submitted grievances are treated as confidential and juveniles shall not be retaliated against for participating in any grievance process. Written grievance procedures shall be provided to all juveniles in Division facilities/programs during the intake/orientation process. 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, respect and be free from any type of injustice or oppression. Grievance procedures shall be available to provide a just and equitable method for the administrative resolution of a juvenile's grievance.

III. Definitions

"Grievance" is a claim or allegation regarding a condition, circumstance, or action thought by the person grieving to be unjust, inequitable, harassing, abusive or oppressive.

IV. Procedures

- A. Staff shall inform juveniles of their right 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, harassing, abusive or oppressive may be grieved.
 - 2. Grievances shall be submitted in writing on the Grievance Form (04-08A, 04-08B,) provided by the facility/program. Forms and a secure drop box shall be accessible to juveniles in a designated area.

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- a. The drop box will be checked daily by the facility/program APD or designee.
 3. Division staff may be enlisted by a juvenile to assist in the process of filing a grievance when requested by the juvenile.
 4. The facility/program APD, or their designee, shall investigate grievances within three (3) working days of receiving a written allegation.
 5. 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.
- B. The decision of the facility/program APD regarding resolution of any submitted grievance may be appealed to the assigned JJS Program Director. The decision of the assigned JJS Program Director is final and may not be appealed further.
- C. A juvenile submitting a grievance or any witness involved in a grievance process shall not suffer harassment, or any other form of retaliation, as a result of participation in the grievance process.
- D. Grievances related to the delivery of healthcare services shall be directed to the clinic director, healthcare manager or healthcare liaison.
- E. Allegations made during any grievance process involving any sort of emotional, physical, sexual harassment or sexual abuse of a juvenile shall be referred to the Divisions PREA Coordinator, the Facility Director and the Division's Office of Internal Review, in accordance with Division policy 05-15, for further action or investigation.
- F. If the grievance involves participation in the USDA Child Nutrition Programs (CNP) including breakfast, lunch and after school snacks, the APD or designee shall notify the Division's CNP Coordinator who will then notify the CNP section of the Utah State Board of Education. If the grievance resolutions involve the USDA CNP, the decision shall be communicated to the Division's CNP Coordinator who will then notify the CNP section of the Utah State Board of Education.

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VI. 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 Division of Juvenile Justice Services Executive Management Team, and is approved upon the signature of the director.



Brett M. Peterson, Director
Division of Juvenile Justice Services

08/26/2021

Signature Date