

**UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF JUVENILE JUSTICE AND YOUTH SERVICES
POLICY AND PROCEDURES**

Policy: 04-08

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YOUTH GRIEVANCE PROCESS

RATIONALE: Grievance procedures provide a just and equitable method for the administrative resolution of a minor's grievance.

Related Policies, Applicable Standards, Statutes: JJYS Policy 04-08A Grievance Form; 05-15 Incident Report; 03-05 Wellness of Minors

**Original Effective:
August 11, 2004**

**Revision:
December 5, 2024**

**Next Review Due:
December 6, 2027**

I. DESCRIPTION

This policy establishes policies and procedures for grievance submissions by minors in Juvenile Justice and Youth Services (JJYS) programs. Minors placed in the care of the Division, or who are accessing its services are treated with dignity, respect, and care.

II. DEFINITIONS

Grievance: A claim or allegation regarding a condition, circumstance, or action, thought by the person grieving to be unjust, unfair, harassing, or abusive.

III. POLICY

- A. The Division shall ensure that minors receiving Division services have a means of submitting grievances.
- B. Submitted grievances shall be treated as confidential.
- C. Retaliation against minors for participating in the grievance process is prohibited.
- D. Written grievance procedures shall be provided to minors in Division facilities and programs during the intake and orientation processes.
- E. Only those persons necessary to resolve a grievance should be made aware of its contents.

IV. PROCEDURES

- A. Staff shall inform minors of their right to file a grievance and provide them with procedures and access to grievance forms during orientation to a Division facility or program.
 1. Conditions of confinement, circumstances, or actions affecting a minor in a Division facility or program, and considered by the minor to be unjust, inequitable, harassing or abusive, may be grieved.
 2. Grievances may be submitted in writing on a Grievance Form (04-08A and 04-08B) provided by the facility or program. Forms and a secure drop box shall be accessible to minors in a designated area. The drop box shall be checked by the facility or program Assistant Program Director (APD) or designee on a daily basis.
 3. Division staff may be enlisted by a minor to assist in the process of filing a grievance when requested by the minor.
 4. The facility or program APD, or their designee, and a supervisor not affiliated with the unit where the grievance occurred, shall investigate grievances within three business days of receiving a written complaint.
 5. The facility or program APD, or their designee, shall determine what action will be taken to rectify a grievance. Findings and results shall be discussed with the minor and documented on the grievance form. Forms shall be kept confidential and maintained by the APD in a designated electronic shared-file accessible by the Program Director (PD).
 6. Once a resolution is determined, the APD or their designee, shall discuss the resolution with the youth and involved staff (if applicable). The youth and staff (if applicable) shall sign the grievance form with the resolution and indicate if they agree the grievance is resolved or that they would like to appeal the decision.
- B. The decision of the facility or program APD regarding resolution of a submitted grievance may be appealed to the assigned JJYS Program Director (PD). The decision of the assigned JJYS PD is final and may not be appealed further.
- C. A minor submitting a grievance, or any witness involved in a grievance process, shall not be subject to harassment or any other form of retaliation as a result of participation in the grievance process.
- D. Grievances related to the delivery of health care services shall be directed to the clinic director, health care manager or health care liaison when the health care manager or clinic director is not available.
- E. Allegations made during a grievance process involving any type of emotional, physical, sexual abuse or misconduct, or sexual harassment of a minor shall be reported in an incident report as per Division policy 05-15 Incident Report.

- F. Minors who stay in JJYS facilities are served food (breakfast, lunch, and after school snacks) under the USDA Child Nutrition (CNP) program. If a minor has a grievance related to discrimination or other complaint under the CNP program, they may use the grievance form to file a complaint with the CNP Coordinator, Utah State Board of Education or USDA. The CNP Coordinator shall follow procedure to resolve complaints and notify the minor of the resolution.

VI. CONTINUOUS RENEWAL

This policy shall be reviewed every three 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 and Youth Services Executive Management Team, and is approved upon the signature of the director.



Brett Peterson, Director
Division of Juvenile Justice and Youth Services

12/05/2024

Signature Date