



**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF YOUTH REHABILITATION SERVICES
POLICY AND PROCEDURES MANUAL**

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| POLICY NUMBER: | DYRS-013 |
| RESPONSIBLE OFFICES: | Agency-wide |
| EFFECTIVE DATE OF POLICY: | April 10, 2013 |
| SUPERSEDES POLICY: | N/A |
| SUBJECT: | Youth Grievance Policy |

I. PURPOSE

The purpose of this policy is to establish guidelines and procedures for youth in the care and custody of the Department of Youth Rehabilitation Services (DYRS) Youth Services Center (YSC) and New Beginnings Youth Development Center (New Beginnings) to report needs, concerns or complaints, and to have them addressed in a timely manner.

II. POLICY

It is the policy of DYRS to safeguard the rights of all youth in its care and custody. Youth and third parties, such as family members, attorneys, and guardians of youth, shall have the opportunity to report confidentially about any needs, concerns or complaints. The Department shall respond in a fair and timely manner, and youth shall not experience reprisals or punishment for engaging in the grievance process.

III. AUTHORITY

This policy is governed by all applicable D.C. and Federal laws and regulations, including, but not limited to, the following provisions:

1. D.C. Official Code §§ 2-1515.03-1515.06
2. D.C. Mun. Reg. tit. 6-B § 1633
3. D.C. Mun. Reg. tit. 6-B §§ 1800-1803, 1810
4. District of Columbia District Personnel Manual, Chapter 18, Implementing Guidance and Procedures, Sections 1.1-1.5, 1.8
5. DYRS Policy No. 006, Prevention of and Response to Sexual Misconduct
6. D.C. Human Rights Act of 1977, D.C. Code § 2.1401.01
7. Chapters 16 and 18, the Prison Rape Elimination Act of 2003 (PREA), 42 U.S.C. 15601 *et seq.*, and the Department of Justice regulations implementing the PREA standards, 28 C.F.R. Part 115.

IV. SCOPE

The policy and procedures described herein shall apply to all DYRS employees, contractors and volunteers working at New Beginnings and YSC, and to the youth in those facilities and their family members, guardians and attorneys.

V. DEFINITIONS

- A.** Grievance – An expression of a need, concern or complaint, including but not limited to abuse or neglect, unmet treatment or material needs, unfair treatment, violation of rights, safety concerns or any other issues that a child wishes to have addressed.
- B.** Abused – When used with reference to a child means: (1) infliction of physical or mental injury upon a child; (2) sexual abuse or exploitation of a child; or (3) negligent treatment or maltreatment of a child. (This definition is derived from D.C. Code § 16-2301.)
- C.** Neglected child means a child: (1) who has been abandoned or abused by his or her parent, guardian, or custodian, or whose parent, guardian or custodian has failed to make reasonable efforts to prevent the infliction of abuse upon the child. For the purposes of this definition, the term “reasonable efforts” includes filing a petition for civil protection from intrafamily violence; (2) who is without proper parental care or control, subsistence, education as required by law, or other care or control necessary for the child’s physical, mental or emotional health, where the deprivation is not due to the lack of financial means of the child’s parent, guardian, or custodian; (3) whose parent, guardian or custodian is unable to discharge his or her responsibilities to and for the child because of incarceration, hospitalization or other physical or mental incapacity; (4) whose parent, guardian or custodian refuses or is unable to assume the responsibility for the child’s care, control or subsistence and the person or institution which is providing for the child states an intention to discontinue such care; (5) who is in imminent danger of being abused and another child living in the same household or under the care of the same parent, guardian or custodian has been abused; (6) who has received negligent treatment or maltreatment from his or her a parent, guardian or custodian; (7) who has resided in a hospital located in the District of Columbia for at least 10 calendar days following the birth of the child, despite a medical determination that the child is ready for discharge from the hospital , and the parent, guardian or custodian of the child has not taken any action or made any effort to maintain a parental, guardianship or custodial relationship or contact with the child; (8) who is born addicted or dependent on a controlled substance or who has a significant presence of a controlled substance in his or her system at birth; (9) in whose body there is a controlled substance as a direct and foreseeable consequence of the acts or omissions of the child’s parent, guardian or custodian; or (10) who is regularly exposed to illegal drug-related activity in the home. (This definition is derived from D.C. Code § 16-2301.)
- D.** Office of Internal Integrity (OII) - The office that is responsible for the swift and competent internal investigations into allegations and indications of unprofessional and unlawful conduct by employees or contractors of the Department and for investigating allegations of abuse and neglect of youth in any DYRS secure or non-secure facility.
- E.** Juvenile Services Program (JSP) – A division of the Public Defender Service of the District of Columbia, staffed by attorneys and law clerks, that educates youth about their rights within DYRS facilities, represents youth at disciplinary hearings in DYRS facilities, and helps youth file complaints and grievances regarding their treatment in DYRS facilities.
- F.** Secure Facility – A locked residential facility that provides structured twenty-four hour care for youth in the care and custody of DYRS (e.g., the New Beginnings Youth Development Center and the Youth Services Center).
- G.** Sexual Abuse –
 - 1. The definition of sexual abuse for purposes of this policy includes:
 - a. Sexual abuse by of a resident by another resident; and
 - b. Sexual abuse of a resident by a DYRS staff member, contractor, or volunteer.

2. Sexual abuse of a resident by another resident includes any of the following acts, if the victim does not consent, is coerced into such act by overt or implied threats of violence, or is unable to consent or refuse:¹
 - a. Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
 - b. Contact between the mouth and the penis, vulva, or anus;
 - c. Penetration of the anal or genital opening of another person, however slight, by a hand, finger, object, or other instrument; and
 - d. Any other intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks of any person. Sexual abuse does not include contact incidental to horseplay or a physical altercation.
 3. Sexual abuse of a resident by a staff member, contractor, or volunteer includes—
 - a. Sexual touching by a staff member, contractor, or volunteer, including any of the following:
 - i. Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
 - ii. Contact between the mouth and the penis, vulva, or anus;
 - iii. Contact between the mouth and any body part where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;
 - iv. Penetration of the anal or genital opening of another person, however slight, by a hand, finger, object, or other instrument, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire; and
 - v. Any other intentional touching not required by official duties, or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire, either directly or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks of any person;
 - b. Any attempted, threatened, or requested sexual touching by a staff member, contractor, or volunteer;
 - c. Indecent exposure by a staff member, contractor, or volunteer;
 - d. Indecent exposure by a staff member, contractor, or volunteer means the display by a staff member, contractor, or volunteer of his or her uncovered genitalia, buttocks, or breast in the presence of a resident;
 - e. Voyeurism by a staff member, contractor, or volunteer.
 - i. Voyeurism by a staff member, contractor, or volunteer means an invasion of a resident's privacy by staff for reasons unrelated to official duties, such as peering at a resident who is using a toilet in his or her room to perform bodily functions; requiring a resident to expose his or her buttocks, genitals or breasts other than in a strip search in accordance with DYRS policy; or taking images of all or part of a resident's naked body or of a resident performing bodily functions.
- H. Sexual Harassment** – The definition of sexual harassment includes:
- a. Unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one youth in DYRS custody toward another youth in DYRS custody; and
 - b. Verbal comments or gestures of a sexual nature to a resident by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.
- I. Sexual Misconduct** - Actions constituting either sexual misconduct or sexual abuse.

¹ This policy is not meant to address sexual contact between two equally willing residents. Such behavior is prohibited under DYRS Policy No. YSA III.8B-001 – Residents' Rights and shall be addressed through disciplinary channels for rule violations contained in that policy.

VI. PROCEDURES

A. Right to Report a Grievance

1. Any youth in the care and custody of DYRS may report a grievance about conditions, practices or decisions at DYRS secure facilities or about any needs or concerns that have not been addressed to their satisfaction. This includes all youth at New Beginnings and YSC, including youth on room confinement, in the intake area, and all other youth in YSC and New Beginnings. Third parties, including other youth, staff members, family members, legal guardians, outside advocates and attorneys for youth, may file grievances on behalf of youth currently or formerly in custody at YSC or New Beginnings and may assist youth in completing grievances and appeals.
2. Youth orientation and facility handbooks shall include a clear statement of a youth's right to report and pursue a grievance, as well as information about youths' grievance options, the process for reporting a grievance, the location of the grievance boxes and forms, how to access the OII hotline, and any other information necessary to report a grievance through any of the available means.
3. Information on how third parties can file grievances shall be publicly distributed:
 - a. The DYRS Chief Information Officer shall ensure that grievance procedures and methods of contacting OII are outlined on the DYRS website;
 - b. Facility Superintendents shall ensure that information on the grievance process and methods of contacting OII is posted in the visiting areas of YSC and New Beginnings;
 - c. Facility Superintendents shall ensure that information on the grievance process and methods of contacting OII is contained in the confidentiality form signed by volunteers and contractors upon entering YSC or New Beginnings; and
 - d. The DYRS Family Liaison shall provide information on the grievance process and methods of contacting OII during parent orientation.

B. How to File a Grievance

1. Youth may report a grievance by:
 - a. Completing a grievance form and putting it in the grievance box or giving it to a DYRS staff member or a DC Public Defender Service Juvenile Services Program (JSP) staff member;
 - b. Writing the grievance on any piece of paper and putting it in the grievance box or giving it to a DYRS staff member or a JSP staff member;
 - c. Talking with JSP staff and indicating that they have a complaint or grievance;
 - d. Talking with any DYRS staff member, volunteer or contractor and indicating that they have a complaint or grievance; or
 - e. Calling the OII hotline.
2. If a youth wishes to discuss a grievance with a staff member of the same sex, staff shall make arrangements for the youth to do so as soon as practicable.
3. Individuals may report grievances anonymously.
4. The Deputy Superintendent or designee shall ensure that secure grievance boxes are installed in the following locations:
 - a. the Medical Units at YSC and New Beginnings;

- b. the Gymnasiums at YSC and New Beginnings;
 - c. the Cafeteria at New Beginnings;
 - d. each Pod/Unit at New Beginnings;
 - e. the classrooms at YSC;
 - f. the visiting areas at YSC and New Beginnings;
 - g. outside the JSP office at New Beginnings;
 - h. the school area at New Beginnings; and
 - i. regional offices of DYRS case managers.
5. The Deputy Superintendent or designee shall place grievance forms near the boxes and regularly ensure that there is an adequate supply of forms. Directors of regional offices of case managers shall maintain a supply of forms for the grievance boxes in their offices.
 6. Facilitators of Youth Family Team Meetings shall have copies of this grievance policy and grievance forms with them at all Youth Family Team Meetings.
 7. When a youth requests a writing implement in order to write a grievance, staff shall provide the youth with a writing implement at the earliest time that it is safe to allow the youth to have a writing implement.
 8. Family members, attorneys and guardians of youth in the custody of DYRS may file grievances on behalf of youth or regarding matters occurring at YSC or New Beginnings by completing a grievance form or submitting a complaint in writing.
 9. The Deputy Superintendent or designee at each facility shall ensure that information about how to access the grievance system is provided to family members and guardians of youth in custody at the facility. This shall include posting information about the grievance system and the forms in areas accessible to visitors, providing information about the grievance system in informational packets sent to parents of youth admitted to the facility, and providing information through parent outreach organizations.

C. Staff, Contractors, Volunteers and Others Who Receive Grievances

1. When a youth expresses his or her grievance to any DYRS staff member verbally, that staff member shall complete a written grievance form and either place the form in a grievance box or deliver it immediately to the shift manager/Supervisory Youth Development Representative (SYDR) or Deputy Superintendent at the facility about which the grievance pertains. If the grievance alleges sexual misconduct, the staff member shall communicate the information directly to OII.
2. When a youth expresses his or her grievance to a volunteer or contractor, the volunteer or contractor shall help the youth complete a written grievance form or report the grievance to a shift manager/SYDR or Deputy Superintendent before leaving the facility.
3. Shift Managers/SYDRs who receive grievances shall forward them immediately to the Deputy Superintendent. Shift Commanders/SYDRs who receive reports of grievances from staff, volunteers or contractors shall record them on a grievance form and forward to the Deputy Superintendent. If the grievance alleges sexual misconduct, the Shift Manager/SYDR shall communicate the information directly to OII.
4. When a youth expresses his or her grievance to a JSP staff member, that person shall either assist the youth in completing a written grievance or communicate the grievance to the OII,

Superintendent, Deputy Superintendent or designee, as appropriate. All grievances regarding sexual misconduct shall be communicated immediately to OII.

5. Staff shall deploy Positive Youth Development techniques and encourage youth to try to resolve issues informally with the group, team and Treatment Team Leader, but shall still report a youth's grievance in writing. Staff shall not require youth making allegations of sexual misconduct to attempt to resolve the issue informally.
6. Recipients of youth grievances shall not discuss the information shared by the youth with any person other than the Deputy Superintendent or designee, OII, an investigator from the Child and Family Services Agency, law enforcement investigating an incident, and the staff assigned to investigate the grievance or implement the solution to the grievance.
7. If a staff member, contractor or volunteer has reasonable cause to suspect that a child known to him or her in his or her professional or official capacity has been or is in immediate danger of being a mentally or physically abused or neglect child, the staff member must complete his or her responsibilities under the mandatory reporting laws of the District of Columbia. DYRS staff members must report such information to the Program Manager of OII. See Policy on Reporting of Child Abuse and Neglect. Policy No. DYRS-008
8. Staff, volunteers or contractors who receive grievance forms submitted by families, attorneys or other third parties shall forward them to the Deputy Superintendent of the appropriate facility. If such a grievance includes allegations regarding sexual misconduct, the recipient shall forward the information immediately to OII.

D. Collection of Grievances

1. The Deputy Superintendent or designee shall check and empty all grievance boxes each business day, ensure an adequate supply of forms, time stamp and log receipt of grievances and immediately distribute grievances to the appropriate parties each business day.
2. Directors of case manager offices shall check and empty the grievance boxes in their offices, ensure an adequate supply of forms, and forward each grievance to the Deputy Superintendent of the facility to which it applies.
3. The Deputy Superintendent or designee shall use the attached log and grievance forms, Appendices A and B.
4. The Deputy Superintendent or designee shall forward to OII immediately any grievances that include allegations that a child is abused or neglected.

E. Review and Investigation of Grievances

1. The Deputy Superintendent or a designee chosen by the Deputy Superintendent shall meet with the youth within 24 hours of receipt of a grievance or the next business day. If the youth has been released, he or she shall attempt to meet with the youth in the community. The Deputy Superintendent or designee shall attempt to resolve the grievance immediately if possible (for example, providing the correct size clothing to a youth who has complained about his clothes being too small). If the grievance cannot be resolved immediately, he or she shall complete a review and investigation of the grievance within five business days of receipt of the grievance. The Deputy

Superintendent shall ensure that the grievance is not referred to a staff member who is the subject of the complaint.

2. If the Deputy Superintendent designates another staff member to investigate and respond to a grievance, that person shall not be from the same unit or department about which the grievance was filed. If the grievance is about the Deputy Superintendent, the Deputy Superintendent shall forward the grievance to the Superintendent to be handled. If the grievance is about the Superintendent, the Superintendent shall forward the grievance to the Agency Director to be handled. A Deputy Superintendent or Superintendent's failure to report a grievance concerning himself or herself shall be grounds for corrective or adverse action, up to and including termination.
3. All staff members responsible for investigating grievances shall keep confidential the fact that the youth has filed a grievance and the information contained in that grievance, except for the following:
 - a. reporting the results of the grievance investigation and resolution up the chain of command;
 - b. complying with mandatory child abuse and neglect reporting responsibilities; and
 - c. revealing only as much information as necessary in order to complete investigation and resolution of the grievance, after discussing with the youth the steps necessary to complete an investigation and resolution of the grievance, and, with the exception of alleged child abuse and neglect and other sexual misconduct situations, allowing the youth to withdraw the grievance if it cannot be investigated without revealing information the youth does not want shared.
4. If the person assigned to investigate the grievance determines that there is a need for a meeting between the youth or third party who filed the grievance and other individuals, the person assigned to investigate shall arrange for a meeting during the investigation period. At the meeting, the youth or third party who reported the grievance may explain what happened, provide supporting information and identify witnesses, suggest documents that may support his or her position, ask questions or say nothing at all.
5. If the grievance includes more than one issue, the Deputy Superintendent or designee shall ensure that all matters in the grievance are investigated, and that the response reflects an assessment and resolution of all issues.
6. The person assigned to investigate grievances that do not involve allegations of sexual misconduct, abuse, and/or neglect shall provide the youth who reported the grievance with a copy of the original grievance and a written response within five business days of receipt of the grievance (or, where a third party filed the grievance, shall mail it to the person within five business days), explaining the resolution of the matter and the reasons for the decision, documenting any resolution that has already occurred, and recommending or explaining any or all of the following:
 - a. Voluntary mediation;
 - b. Action steps to address the grievance (such as adjusting the water temperature or increasing meal portions);
 - c. Further investigation by another entity;
 - d. Changes in policy, procedure or practice; or
 - e. An explanation why the situation will not be changed.
7. The person assigned to investigate the grievance shall log and mark on the grievance cover sheet (Appendix C) the time and date when he or she provided the youth with the written response or mailed it. That person shall explain to the youth the outcome and the youth's right to appeal the

decision. If the youth wishes to appeal, the person shall explain how to appeal.

8. The Department shall not impose any time limit on the submission of grievances regarding sexual misconduct. Grievances that do not allege an incident of sexual misconduct shall be subject to a seven (7) day time limitation.
9. The Department shall not discipline a resident for filing a grievance regarding sexual misconduct unless investigation demonstrates that the youth filed the grievance in bad faith.

F. Appeal – Level 1

1. Youth and third parties may appeal the decision of the Deputy Superintendent or designee within fifteen business days of receiving the written decision.
2. The first level of appeal is to the Superintendent of the facility. If the Superintendent handled the initial grievance because the grievance was about the Deputy Superintendent, then the first and only level of appeal will be to the Deputy Director, as outlined in Part G of this policy. A youth or third party may appeal a grievance decision by checking the appeal box on the grievance cover sheet and adding any additional information or comments he or she wishes to add. The youth may also tell the grievance coordinator, a JSP staff member, the person assigned to investigate and respond to the grievance, or other DYRS staff member, that he or she wishes to appeal.
3. If the youth verbally expresses his or her desire to appeal, the person in receipt of that information shall check the appeal box on the grievance cover sheet and help the youth fill in any additional information the youth wishes to include with the appeal.
4. The youth, DYRS staff person or JSP staff member shall place the grievance cover sheet with the appeal noted in a grievance box or forward to the Superintendent.
5. Upon receiving an appeal, the Superintendent shall review the report and recommendations, interview the youth and other relevant parties if appropriate, examine any evidence and make a written determination within five (5) business days of receipt of the appeal.
6. The Superintendent or designee shall deliver a copy of the written determination to the youth (or mail to a third party) within five business days of receipt of the appeal and shall explain his or her right to a second and final appeal.

G. Appeal – Level 2

1. The second level of appeal is to the Deputy Director of DYRS.
2. A youth or third party may appeal the decision of the Superintendent by checking the Level 2 appeal box on the grievance cover sheet, adding any additional information or comments he or she wishes to add, and placing it in a grievance box or providing it to a staff member or JSP staff member within fifteen business days of receiving the Level 1 appeal decision.
3. The youth may also tell the grievance coordinator, a JSP staff member, the person assigned to investigate and respond to the grievance, or other DYRS staff member, that he or she wishes to appeal.

4. If the youth verbally expresses his or her desire to appeal, the person in receipt of that information shall check the appeal box on the grievance cover sheet and help the youth fill in any additional information the youth wishes to include with the appeal.
5. The youth, third party, DYRS staff person or JSP staff member shall place the grievance cover sheet with the appeal noted in a grievance box or forward to the Deputy Director.
6. Upon receiving an appeal, the Deputy Director shall review the report and recommendations and the written decision of the Superintendent, interview the youth and other relevant parties if appropriate, examine any evidence, conduct any additional investigation and make a written determination within five (5) business days of receipt of the appeal.
7. The Deputy Superintendent of the facility or designee shall deliver a copy of the written determination to the youth or mail the determination if the grievance was filed by a third party, within five (5) days of receipt of the appeal. Decisions of the Deputy Director of DYRS with regard to grievances are final. The Deputy Superintendent or designee shall explain the finality of the decision to the youth.

H. Emergencies

1. Youth who have grievances they believe to be emergencies may ask to speak with a shift manager/SYDR or, during times when JSP staff are in the building, to speak with JSP staff.
2. The shift manager/SYDR or JSP shall assist the youth in writing his or her grievance and explaining the nature of the emergency.
3. The shift manager/SYDR or JSP shall promptly communicate the grievance and the nature of the emergency to the Deputy Superintendent or the most senior official below the Deputy Superintendent who is on site.
4. The Deputy Superintendent or the most senior official available shall determine whether the matter is an emergency. If he or she determines that the matter is an emergency, he or she shall investigate the matter and provide the youth with an initial response within 24 hours of the youth's filing of the emergency grievance. Within five calendar days, the Deputy Superintendent or most senior official available shall render a final decision and document the action taken in response in accordance with the steps outlined in parts E(6), E(7), F, and G of this policy. If the person determines that the matter is not an emergency, he or she shall explain this to the youth and forward the grievance for processing in accordance with the steps outlined in parts E, F and G of this policy.
5. All emergency grievances involving allegations of sexual misconduct shall be communicated to OII immediately.

I. Non-Retaliation

1. No DYRS employee, volunteer or contractor may retaliate against a youth, staff, volunteer, contractor or third party in any way for participating directly or indirectly in the grievance process.
2. DYRS employees, contractors and volunteers shall report any incident of retaliation against a youth staff, volunteer, contractor or third party for participation in the grievance process.

J. Access to Courts

1. If a youth believes that his or her civil rights have been violated or are in jeopardy, no DYRS employee, contractor or volunteer shall prevent or restrain the youth from taking action in an appropriate legal or governmental venue.

2. Youth are not required to use the grievance process.
3. At any level of the grievance process, if the agency does not respond within the time allotted for a reply, including any agreed-upon extension, the person filing the grievance may consider the absence of a response to be a denial at that level.
4. If a youth, parent, guardian or attorney for a youth files a grievance or appeal and DYRS provides no response to that grievance or appeal within 30 days of its filing, then the grievance process has been exhausted, unless DYRS and the person filing the grievance agree in writing to an extension of time.

K. Grievance Data and Quality Assurance

1. The Deputy Superintendent or designee shall be responsible for ensuring that grievance investigations and resolutions are completed within the time frames mandated by this policy.
2. The Deputy Superintendent or designee shall be responsible for compiling grievance data, tracking trends, ensuring that patterns of grievances are identified and recommend that necessary systemic improvements are made to resolve any significant or recurring problems.

L. Evaluation

1. The Superintendent shall make recommendations for improving the grievance procedure in an annual report to the Deputy Director.

VIII. Forms

- A. Grievance Form
- B. Grievance Cover Sheet

Approval of the Agency Director:

Neil A. Stanley *10 April 2013*

Date

Grievance Cover Sheet

- Upon receipt of a grievance from any source, the deputy superintendent or designee must complete this cover sheet, attaching any relevant paperwork (including original handwritten grievances) as the investigation and response progresses.
- Use the reverse side of this cover sheet to document contact with youth or third parties to inform them of the resolution of their grievances and any subsequent appeals. **You must provide youth with a copy of the reverse side when you notify them of the resolution of their grievances and any subsequent appeals.**

| | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| | | | |
| 1. Resident Name: | | 4. Date youth completed grievance form (if orally reported, leave blank): | |
| 2. Resident Social File #: | | 5. Date Deputy Superintendent/Designee Received Grievance: | |
| 3. Resident Housing Unit: | | 6. Grievance Number (start at 1): | |
| 7. How was the grievance received? | | | |
| <input type="checkbox"/> A youth wrote out the grievance. | | | |
| <input type="checkbox"/> A youth reported the grievance orally and the following person wrote it down for them (check which party below): | | | |
| <input type="checkbox"/> DYRS Staff | | <input type="checkbox"/> Family Member/Guardian | |
| <input type="checkbox"/> PDS Staff | | <input type="checkbox"/> Attorney | |
| | | <input type="checkbox"/> Volunteer/Contractor | |
| | | <input type="checkbox"/> Other (enter text) | |
| <input type="checkbox"/> A family member/guardian or attorney filed the grievance (check which party below): | | | |
| <input type="checkbox"/> Family Member/Guardian | | <input type="checkbox"/> Attorney | |
| 8. Name of person submitting the grievance (if not the resident): | | | |
| | | | |
| | | | |
| 9. What issues are involved in the grievance? (check all that apply) | | | |
| <input type="checkbox"/> Inappropriate Staff Conduct | <input type="checkbox"/> Sexual Abuse | <input type="checkbox"/> Clothing | <input type="checkbox"/> Programming |
| <input type="checkbox"/> Inappropriate Youth Conduct | <input type="checkbox"/> Sanitation | <input type="checkbox"/> Food | <input type="checkbox"/> Safety |
| <input type="checkbox"/> Mental Health Services | <input type="checkbox"/> Medical Services | <input type="checkbox"/> Dental Services | <input type="checkbox"/> Family Contact (phone, letters, visitation, etc.) |
| <input type="checkbox"/> Other (enter text): | | | |
| | | | |
| | | | |
| 10. Describe the grievance and requested resolution. | | | |
| | | | |
| 11. Time and date of initial contact with youth: | | | |
| | | | |
| 12. What actions were taken to resolve the grievance and why? Include any changes to policies or practices. State the date you confirmed that the resolution was actually carried out. | | | |
| | | | |
| 13. Time and date grievant notified of initial decision: | 14. Did grievant appeal initial decision? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| | If yes, date grievant submitted appeal: | | |
| | If yes, date DYRS received appeal: | | |
| 15. Time and date grievant notified of level 1 decision: | 16. Did grievant appeal level 1 decision? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| | If yes, date grievant submitted appeal: | | |
| | If yes, date DYRS received appeal: | | |
| 17. Time and date grievant notified of final decision: | | | |
| | | | |

Youth Notification Form

Staff have investigated your complaint and have decided to:

Take the following action:

Deny your grievance because:

Someone has explained the decision to me and:

- I am happy with the outcome and do not want to appeal.
 I am NOT happy with the outcome and want to appeal because:

Resident Signature: _____

Date: _____

.....

The Superintendent has investigated your complaint and has decided to:

Disagree with the first decision and take the following action:

Agree with the first decision.

Someone has explained the decision to me and:

- I am happy with the outcome and do not want to appeal.
 I am NOT happy with the outcome and want to appeal because:

Resident Signature: _____

Date: _____

.....

The DYRS Deputy Director has investigated your complaint and has decided to:

Disagree with the first and second decisions and take the following action:

Agree with the first decision.

Someone has explained the decision to me and I understand that this is a final decision.

Resident Signature: _____

Date: _____

Do you have a complaint?

Write out your complaint (grievance) below and someone will meet with you in the next few days to try to work out a solution. When you're done, put this form in the grievance box. You can also give it to a DYRS or PDS staff member. A DYRS or PDS staff member can help you write down your grievance if you ask for help.

We will not share your name with staff unless you give us permission or you are in danger. If you don't want to include your name, you don't have to. **You cannot be punished for making a complaint.**

What is your complaint?

What do you want to happen?

What is your name? _____ **What is today's date?** _____

This person helped me write this complaint: _____

Here is how to contact me if I am not in YSC or New Beginnings:
