

Douglas County Juvenile Assessment Center
Standard Operating Policies and Procedures

Number JAC 3001

Subject: Complaints by Clients
Effective Date: January 30, 2012

POLICY:

Clients at the Juvenile Assessment Center are entitled to have a means by which to express concerns or disagreements. Grievance refers to a formal complaint from a client that cannot be resolved by informal mechanisms. All clients have a right to file a grievance with the agency at any time without fear of retaliation or closure of a case. A grievance includes any type of concern including a concern about language assistance. All staff at the Juvenile Assessment Center shall strive to treat every client and their family with dignity and respect.

PROCEDURE:

1. Informal Grievance Process
 - a. When a client/family raises an issue or concern, JAC staff will discuss the concern informally with the goal of resolving the issue before it becomes a formal grievance. JAC staff will document the discussion in case notes in the case management system. Case notes should also document the outcome of the discussion. If the matter cannot be satisfactorily resolved, then the client/family will be asked to contact the Director. JAC staff shall inform the Director about any concerns.
 - b. If the issue or concern is not resolved, the client/family should be directed to talk to the Director. The Director will try to reach a resolution with the client/family and document all discussion in the case management system.
 2. Formal Grievance Process
 - a. If the client's family's grievance is not resolved through the informal grievance process, the client has a right to file a formal grievance. A formal grievance is a written documentation which must clearly state the nature of the complaint and a proposed resolution of the complaint.
 - b. Upon receiving the written formal grievance the Director will schedule a meeting in person or on the phone with the client within five business days.
 - c. The purpose of the meeting will be to discuss the client/family proposed resolution and work together towards a resolution.
 - d. A juvenile County Attorney may be asked to participate in the grievance meeting, if appropriate.
 - e. If the grievance alleges discrimination, the client/family can file a grievance with the Director of the Human Resource Office of Douglas County
 3. Monitoring of Client/Family Grievances:
 - a. All formal client grievances will be filed with the Director of the Juvenile Assessment Center.
 - b. JAC Director and others as designated will review the grievances (with no staff names) on an annual basis to determine the need for quality improvement and systemic action.
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