The Texas Legislature has adopted a zero-tolerance policy regarding the sexual abuse, sexual harassment including consensual sexual contact, of a child in the custody of the Texas Juvenile Justice Department. Any such violation must be reported. You’ll see these hotline posters around TJJD for the federal Prison Rape Elimination Act (PREA).

8. Right to Protection from Physical & Psychological Harm
You have the right to be protected from harm. You have the right to adequate and nutritious food, clothing and shelter.

9. Right to Medical & Dental Care
You have the right to basic and necessary medical and dental care, both routine and emergency.

10. Right of Access to Attorneys
You have the right to confer privately with your attorneys at appropriate times and places.

11. Right to be Informed
You have the right to be informed of all policies, procedures, and rules affecting you at TJJD.

12. Right to Accuracy & Fairness
You have the right to accuracy and fairness in all decisions concerning you.

13. Right to Confidentiality of Records
You have the right to confidentiality of your records. They will not be released except to those authorized by law.

14. Right to File Grievances & Appeal Decisions
You have the right to have access to a prompt and fair method of resolving complaints.

TJJD HOTLINE
866-477-8354
TEXAS JUVENILE JUSTICE DEPARTMENT
P.O. BOX 12757
AUSTIN, TX 78711

This brochure is designed as a quick reference guide only. You (Youth) have access to the full TJJD policies which will explain in detail how to make complaints or report abuse. These policies should be posted on your dorm.

Youth Complaint & Grievance Guide
Texas Juvenile Justice Department

ADM # 070 Revised: May 2014

We want you to have a good experience at TJJD. So, we’ll start with this promise –

to keep you safe and to treat you with respect.

Your Basic Rights

1. Right to Equal Treatment
You have the right to be free from discrimination.

2. Right of Free Speech & Expression
You have the right to self-expression, so long as you do not disrupt program safety and order.

3. Right of Religious Freedom
You have the right to participate, or not participate, in religious activities of your choice.

4. Right to Personal Possessions
You have the right to keep and use personal possessions that do not endanger the safety, disrupt programs, or encourage bad behavior.

5. Right to Receive Visitors
You have the right to receive visitors, including private in-person communication with parents.

6. Right of Access to Mail & Telephone
You have the right to correspond freely through the mail except when it presents a security risk. You will be provided access to telephones to the extent possible.

7. Right to Earnings & Monetary Gifts
You have the right to your money. TJJD may limit the amount in your possession, but can’t take it from a trust fund without your consent.
Hopefully, while you are in TJJD, most of your problems will not be serious and can get solved right away by using the grievance system. Each dorm has a youth who serves as the grievance clerk.

1. First, you need to ask the grievance clerk for a grievance form. Almost anybody can tell you who this is.

2. Next, write down what's wrong and how you want TJJD to fix it.

3. Tear off the yellow page and keep it. That's your copy.

4. Fold up the white page and drop it in a locked grievance box located on your campus. You don't have to explain or show your grievance to anyone before you put it in the box.

5. TJJD will tell you in writing within about two weeks if we can fix the problem the way you want, or in another way.

6. If you don't like the answer you get to your grievance, you can ask us to get someone else to look at it again. That's called an appeal, and you have a right to appeal a decision.

A grievance is best for general complaints and is a good way to have most problems solved. But, if someone is abusing you, you should report it in person so TJJD can stop it right away!