



NOTICE OF PUBLIC COMPLAINT PROCESS

The Texas Juvenile Justice Department (TJJJ) is responsible for investigating complaints relating to the provision of juvenile services. (§203.010, Human Resources Code.) TJJJ requires that the juvenile board be given the opportunity to resolve all complaints at the local level first.

If you have a concern or complaint regarding the services, programs, or facilities of a local juvenile probation department, you should contact the chief juvenile probation officer at:

If the chief juvenile probation officer is unable to resolve your complaint, or if the complaint involves the chief juvenile probation officer, you may contact the juvenile board at:

If the juvenile board is unable to resolve your complaint, you may file a written complaint with:

Texas Juvenile Justice Department
Attention: Office of General Counsel
P. O. Box 12757
Austin, TX 78757
legalhelp@tjjd.texas.gov

TJJJ's investigation is limited to whether the juvenile board is in compliance with TJJJ's administrative standards. TJJJ's investigation will not address the appropriateness of a disposition by the juvenile court, including the appropriateness of services ordered by the court. TJJJ does not have the authority to override an order issued by a juvenile court.

For more information, please contact the TJJJ Legal Help Line at (512) 490-7121.