

Chapter: Organization and Administration	Effective Date: 7/1/13
Title: Grievance Procedure	Page: 1 of 1
ACA: 4-JCF-4C-40	Replaces: HSP.01.10, 6/1/09

(a) **Standard.**

- (1) TJJD maintains a grievance system to ensure youth:
 - (A) can express their grievances regarding health care services; and
 - (B) receive a timely resolution.
- (2) All youth receive verbal and written information available in a language understood by the youth which specifies the procedures for using the grievance system as outlined in [GAP.380.9331](#).

(b) **Procedures.**

- (1) The **health services administrator**:
 - (A) receives health care grievances;
 - (B) reviews and discusses the grievance with the youth;
 - (C) determines the appropriate disposition of the grievance; and
 - (D) ensures an investigation is conducted and a response is provided to the youth within 15 workdays, per GAP.380.9331.
 - (2) If the health services administrator or a UTMB doctor, physician assistant, dentist, psychiatrist, or other medical staff member is the subject of a grievance, the grievance is sent to the UTMB director of clinical and administrative programs for youth services for assignment to the appropriate supervisor for resolution.
 - (3) The investigation of health-related grievance appeals is conducted by the TJJD Health Services Division, with a final response subject to the approval of the TJJD medical director.
 - (4) Grievance patterns are reviewed by the facility Health Services Administrative Committee.
 - (5) Appealed grievances are reviewed by the Youth Health Services Leadership Council/Continuous Quality Improvement Committee on a quarterly basis.
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