



# **NOTICE OF PUBLIC COMPLAINT PROCESS**

The Texas Juvenile Justice Department (TJJD) investigates complaints against county juvenile boards relating to the provision of juvenile services in every Texas county. TJJD, however, requires that the juvenile board be given the preliminary opportunity to resolve all complaints first at the local county level.

In the event you have a concern or complaint regarding the provision of juvenile probation, detention or correctional services, please contact the county Chief Juvenile Probation Officer. In the event you are unable to resolve your concern or complaint with the Chief, you may ask to be placed on the juvenile board agenda to present your complaint in person at the next regularly scheduled juvenile board meeting by contacting the following juvenile board chairperson or his/her authorized designee at the following address or telephone number:

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

**Texas Juvenile Justice Department  
Attention: Office of General Counsel  
P. O. Box 12757  
Austin, TX 78757**

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

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