

**OKLAHOMA COUNTY JUVENILE BUREAU  
POLICY AND PROCEDURE MANUAL**

**CHAPTER SEVEN: COURT SERVICES – OVERVIEW AND GENERAL  
OPERATING**  
**POLICY 7.1-16: GRIEVANCE**

**PAGE 1 OF 5**

**I. POLICY:**

The Oklahoma County Juvenile Bureau (OCJB) shall provide a written grievance procedure which is made available to all youth under supervision, and/or their parent/legal guardian/custodian for the purpose of investigating any alleged circumstances or actions considered to be unjust or grounds for complaint or resentment **(2-7174)**.

**II. DEFINITIONS:**

- A. **Field File:** An unofficial file containing pertinent information. Officers maintain field files for the youth they are supervising which contain written records of significant decisions and events **(2-7070) (2-7071)**. Field files are maintained in the supervising officer's locked office and/or locked cabinet when unattended.
- B. **Grievance:** An official report made regarding a circumstance or action considered to be unjust or grounds for complaint or resentment.
- C. **Grievance Log Book:** A grievance log book is established and maintained by the Probation Services Unit supervisors. The grievance log book contains a copy of the original grievance form, the proposed and/or final resolution, and the signed certified mail receipts.
- D. **Initial Office Visit (IOV):** A face-to-face contact between a probation officer, the youth, and his/her parent/legal guardian/custodian in which the officer interviews the youth and his/her parent/legal guardian/custodian to obtain pertinent information, provide them with useful documents, obtain necessary signatures, and answer any questions they may have.
- E. **Juvenile On-Line Tracking System (JOLTS):** As authorized by 10A O.S. § 2-7-905, provides the computerized information system used by the Oklahoma County Juvenile Bureau to track juvenile offenders from arrest to final closure of the case. The Office of Juvenile Affairs is the authorizing authority for access to the information contained in JOLTS. Authorized Oklahoma County Juvenile Bureau employees are provided a unique identification number that allows them access to the JOLTS system **(2-7141) (2-7074) (2-7190)**.

- F. **Preliminary Inquiry:** A mandatory, pre-adjudicatory interview of a youth and, if available, his/her parent/legal guardian/custodian, that is performed by an intake officer to determine whether non-adjudicatory alternatives are appropriate or if the filing of a delinquency petition is necessary, as authorized by 10A O.S. § 2-2-104 **(2-7092)**. Preliminary inquiry is also referred to as "intake."
- G. **Social File (SF):** A file established by the Intake and Diversion Services Unit upon receipt of a youth referral. The SF is maintained in accordance with Policy 7.1-6, "Juvenile Records, Confidentiality, and Health Insurance Privacy and Accountability Act (HIPAA)" **(2-7070)**.
- H. **Supervisor Personnel File:** A file that is established and maintained by each officer's immediate supervisor that contains current, accurate, and specific documents pertaining to the officer's performance.
- I. **Worker Visitation Log:** An official log utilized by the Oklahoma County Juvenile Detention Center to record all visits of youth by employees of the Oklahoma County Juvenile Bureau.

### **III. PROCEDURE:**

- A. During the Preliminary Inquiry and Initial Office Visit (IOV), the youth and his/her parent/legal guardian/custodian shall be provided with the "Notice of Grievance Procedure," Attachment A, and the "Grievance Form," Attachment B, outlining the OCJB grievance process.
  - 1. Each youth and his/her parent/legal guardian/custodian shall sign and date the "Acknowledgement of Receipt of Notice of Grievance Procedure and Grievance Form," Attachment C, and a copy shall be placed in the youth's field file.
- B. Copies of the "Notice of Grievance Procedure," Attachment A, and the "Grievance Form," Attachment B, shall also be made available in the OCJB Court Services Lobby (Room 202) for any youth and his/her parent/legal guardian/custodian.
- C. In the event of an occurrence considered to be unjust or grounds for complaint, a "Grievance Form," Attachment B, shall be completed by the youth or his/her parent/legal guardian/custodian, on behalf of the youth, and submitted within seven (7) business days of the alleged occurrence.
  - 1. The grievance shall contain the following information:
    - a. Date of the alleged occurrence;
    - b. Person(s) involved in the alleged occurrence;
    - c. A brief description of the occurrence; and
    - d. Any suggestions, solutions, and/or recommendations to resolve the situation.

2. The grievance form shall be placed in the locked box provided for grievances that is located in the OCJB Court Services Lobby (Room 202).
  3. All grievance forms shall be submitted to the Chief of Court Services for review.
  4. The Chief of Court Services shall ensure that each grievance received is numbered and logged in the Grievance Log Book. A copy of the grievance form shall be submitted to the appropriate supervisor within one (1) business day.
- D. Grievances concerning a youth's probation or intake officer shall be provided to the officer's supervisor to investigate.
1. The supervisor shall investigate the concerns described in the grievance and submit a proposed resolution to the Chief of Court Services within three (3) business days by taking the following actions:
    - a. Conducting a face-to-face interview with the youth, his/her parent/legal guardian/custodian, and any other person(s) that might have knowledge of the alleged occurrence;
    - b. Conducting a telephone interview with the youth, his/her parent/legal guardian/custodian, and any other person(s) that might have knowledge of the alleged occurrence when a face-to-face interview cannot be conducted;
    - c. Conducting an audit of the Juvenile On-Line Tracking System (JOLTS) to review case note entries which may pertain to the alleged occurrence;
    - d. Conducting an audit of the Worker Visitation Log maintained by the Oklahoma County Juvenile Detention Center (OCJDC) to review entries which may pertain to the alleged occurrence, if applicable; and
    - e. Evaluating any other information and/or documentation that may pertain to the alleged occurrence.
  2. The Chief of Court Services shall:
    - a. Approve and/or amend the supervisor's proposed resolution;
    - b. Ensure that the proposed resolution is mailed to the youth and his/her parent/legal guardian/custodian by certified mail within four (4) business days from the time that the supervisor received the grievance form;
    - c. Obtain a "proof of acceptance" receipt from the post office, indicating the letter was accepted and mailed,

- and request a "proof of delivery" receipt, indicating the letter was delivered; and
- d. Place a copy of the proposed resolution, numbered and logged, in the Grievance Log Book with the original grievance form.
3. The youth and his/her parent/legal guardian/custodian may accept the resolution or file a written appeal to the Chief of Court Services within five (5) business days of receipt of the letter.
  4. The Chief of Court Services will render a final written decision within ten (10) business days of the receipt of an appeal and:
    - a. Ensure that the final written decision is mailed, by certified mail, within eleven (11) business days from the time that he/she received the written appeal to the youth and his/her parent/legal guardian/custodian;
    - b. Obtain a "proof of acceptance" receipt from the post office, indicating the letter was accepted and mailed, and request a "proof of delivery" receipt, indicating the letter was delivered; and
    - c. Place a copy of the final written decision, numbered and logged, in the Grievance Log Book with the original grievance form, and the proposed resolution made by the supervisor.
- E. Grievances involving a supervisor are investigated by the Chief of Court Services.
1. The Chief of Court Services has three (3) business days to render a written resolution by taking the actions outlined in III. D. 1. (a-e).
  2. The Chief of Court Services shall:
    - a. Ensure the proposed resolution is mailed, by certified mail, within four (4) business days from the time the grievance form was received;
    - b. Obtain a "proof of acceptance" receipt from the post office, indicating the letter was accepted and mailed, and request a "proof of delivery" receipt, indicating the letter was delivered; and
    - c. Place a copy of the proposed resolution, numbered and logged, in the Grievance Log Book with the original grievance form.
  3. The youth and his/her parent/legal guardian/custodian may accept the resolution or file a written appeal within five (5) business days of receipt of the letter to the Director of the OCJB.

4. The Director shall:
  - a. Render a final written decision within ten (10) business days of the receipt of an appeal;
  - b. Ensure that the final written decision is mailed, by certified mail, within eleven (11) business days from the time the director received the appeal to the youth and his/her parent/legal guardian/custodian;
  - c. Obtain a "proof of acceptance" receipt from the post office, indicating the letter was accepted and mailed, and request a "proof of delivery" receipt, indicating the letter was delivered; and
  - d. Place a copy of the final written decision, numbered and logged, in the Grievance Log Book with the original grievance form.
- F. The OCJB shall not discourage and/or retaliate against any youth or his/her parent/legal guardian/custodian who choose to file a grievance or appeal a grievance resolution.
- G. Upon a grievance resolution, a copy of the grievance form, all proposed resolutions, and final written decision(s) shall be placed in the youth's social file and field file.

Approved:

 9/24/15  
J'me Overstreet, Chief of Court Services Date

Attachments:

Attachment A, "Notice of Grievance Procedure"  
Attachment B, "Grievance Form"  
Attachment C, "Acknowledgement of Receipt Notice of Grievance Procedure and Grievance Form"

**OKLAHOMA COUNTY JUVENILE BUREAU  
"Notice of Grievance Procedure"**

- A. During the Preliminary Inquiry and Initial Office Visit, the youth and his/her parent/legal guardian/custodian shall be provided and explanation of how a grievance can be filed.
- B. Copies of the "Notice of Grievance Procedure," Attachment A, outlining the grievance process and a "Grievance Form," Attachment B, are provided.
- C. Copies of the "Notice of Grievance Procedure," Attachment A, and the "Grievance Form," Attachment B, are also available in the Court Services Lobby (Room 202) for any youth and his/her parent/legal guardian/custodian.
- D. The youth and his/her parent/legal guardian/custodian will be asked to sign an "Acknowledgement of Receipt of Notice of Grievance Procedure and Grievance Form," Attachment C.
- E. In the event of an occurrence considered to be unjust or grounds for complaint, a "Grievance Form," Attachment B, shall be completed by the youth or his/her parent/legal guardian/custodian, on behalf of the youth, and placed in the locked box provided for grievances located in the OCJB Court Services Lobby (Room 202) within seven (7) business days of the alleged occurrence.
- F. The grievance shall contain the following information:
  - a. Date of the alleged occurrence;
  - b. Person(s) involved in the alleged occurrence;
  - c. A brief description of the occurrence; and
  - d. Any suggestions, solutions, and/or recommendations to resolve the situation.
- G. If the grievance concerns the youth's intake or probation officer, the Chief of Court Services will assign the grievance to the officer's supervisor to investigate. If the grievance concerns a supervisor, the Chief of Court Services will investigate.
- H. A written response will be mailed to the youth and his/her parent/legal guardian/custodian within four (4) business days of receipt of the grievance.
- I. The youth and/or their parent/legal guardian/custodian may accept the resolution or file a written appeal within five (5) business days of receipt of the certified letter.
- J. The Chief of Court Services will render a final written decision regarding grievances filed against an officer within ten (10) business days of the receipt of an appeal.
- K. The Director will render a final written decision regarding grievances filed against a supervisor within ten (10) business days of the receipt of an appeal.

**OCJB staff shall not discourage and/or retaliate against any youth or his/her parent/legal guardian/custodian who choose to file a grievance or appeal a grievance resolution.**

**If mailing your grievance, please mail to:**

**Chief of Court Services  
Oklahoma County Juvenile Bureau  
5905 N. Classen Court, Room 202  
Oklahoma City, OK 73118**

**OKLAHOMA COUNTY JUVENILE BUREAU  
Grievance Form**

Youth Name: \_\_\_\_\_

Date Received: \_\_\_\_\_

Officer: \_\_\_\_\_

Grievance #: \_\_\_\_\_

Date of alleged occurrence: \_\_\_\_\_

Person(s) involved in the alleged occurrence: \_\_\_\_\_

\_\_\_\_\_

Grievance: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
**Youth Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Person Filing on Behalf of Youth**

\_\_\_\_\_  
**Date**

**PLACE GRIEVANCE FORM INSIDE LOCKED BOX LOCATED IN THE OCJB COURT SERVICES LOBBY, ROOM 202, OR MAIL TO:**

**Chief of Court Services  
Oklahoma County Juvenile Bureau  
5905 N. Classen Court, Room 202  
Oklahoma City, OK 73118**

**OKLAHOMA COUNTY JUVENILE BUREAU  
Acknowledgement of Receipt of  
"Notice of Grievance Procedure" and "Grievance Form"**

I, \_\_\_\_\_, acknowledge that I have received the "Notice of Grievance Procedure" and a "Grievance Form." All material was explained to me and my parent/legal guardian and/or custodian.

\_\_\_\_\_  
YOUTH SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PARENT/LEGAL GUARDIAN/CUSTODIAN  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
OFFICER SIGNATURE

\_\_\_\_\_  
DATE