

Chapter: Program
Subject: Youth & Family Complaints
Section: 12.12
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ODJFS Rule: 5101: 2-9-24
COA Standard: CR 3
Revised: 5/9/19

NRTC shall have a written complaint policy and procedure for youth and families.

1. A youth or family member may submit a written complaint to their Probation Officer or to a Supervisor. The complainant is not required to transmit a complaint through the staff member who is the subject of the complaint. NRTC shall ensure against retaliation by staff or by other youth against the person making the complaint.
2. NRTC will make every effort to ensure that any complaint is resolved within thirty calendar days of the filing of the complaint and that unresolved complaints are reviewed by the Director of the facility or designee within thirty calendar days of the filing of the complaint. For any complaint not resolved within thirty calendar days, a written explanation of the reason why the complaint has not been resolved within thirty days shall be placed in the youth's case file.
3. A written report of each complaint and the resolution shall be compiled and a copy placed in the youth's file.

A copy of this procedure will be given and explained to the youth and family at the time of the youth's admission to NRTC. The Orientation Checklist signed by the youth and parent/guardian at intake provides documentation that the youth and family received the complaint policy and procedure, and it shall be placed in the youth's file.