



YOUTH GRIEVANCE FORM

State of Oregon
OREGON YOUTH AUTHORITY
Grievance Receipt Date _____
Grievance Tracking # _____

PART 1

Facility (location) _____ Field Office (location) _____ Date _____

Youth's Name _____ Youth Location/Unit _____

Grievance (Describe **one** incident, action, or topic you think is the problem. Include the date and approximate time, if appropriate. Use another form if there are more incidents, actions, or topics you want to grieve.)

What has been done to resolve or fix the problem? _____

What is your recommendation/solution? _____

Youth's Signature _____ Date _____

Grievance Coordinator's Signature _____ Date _____

Date response due to Youth _____ Responder assigned _____

Staff response/action taken to resolve grievance: _____

Responder's Signature _____ Position _____ Review Date _____

*Youth's Signature _____ Date _____

**(Your signature does not mean you agree with the resolution, but indicates the resolution was reviewed with you by the Responder.)*

PART 2

Check this box and return this form to the Grievance Coordinator if you are **not** satisfied with the response to your grievance and would like the superintendent/camp director (if you are in a youth correctional facility), or field supervisor (if you are on parole or probation) to review your grievance. A response will be sent to you within 30 days of the superintendent/camp director or field supervisor receiving your grievance.

Youth's Signature _____ Date _____

Date received by Grievance Coordinator _____ Date review due _____

Superintendent/Camp Director/Field Supervisor Response _____

Responder's Signature _____ Response Date _____

You may appeal the second response by mailing a letter directly to the OYA director requesting an appeal. A copy of this form with all responses must be included with the letter. The director's response to your appeal is final.

YOUTH RIGHTS

OYA recognizes all youth have a right to review any action or decision affecting them and initiate a grievance without being subject to reprisal (payback). Reprisals against youth who file grievances are not tolerated. See the list of topics in the Grievance Restrictions below that cannot be resolved through this grievance process.

If you believe you have been dealt with unjustly by OYA, you may file a grievance using the review process described below. You are not required to talk about your form with staff, but you and staff are encouraged to handle issues at the lowest level possible.

Emergency issue: Mailed grievances and the OYA Hotline are only responded to on weekdays during office hours (not during weekends, holidays, or afterhours). If you think your issue is an emergency that threatens your health or safety, give your grievance directly to a staff member for immediate action. You may send your form directly to the superintendent/camp director (for facilities), field supervisor (for parole/probation), the OYA Director's Office, or call the OYA Hotline at 1-800-315-5440 if you don't need immediate action.

YOUTH GRIEVANCE REVIEW PROCESS: HOW TO USE THIS FORM

By completing a Youth Grievance Form (YA 1300) you are asking staff to look into an action or decision about you that you feel was unjust.

STEP 1

1. Fill out Part 1 of a Youth Grievance Form (YA 1300), including your signature and date signed. If you need more space to describe your problem or solution, you may include another piece of paper with the form.
2. Place the form in a locked "Grievance" box (if you are in a youth correctional facility), or mail it to the Grievance Coordinator.

A staff member assigned to respond to your grievance will contact you within seven (7) working days to review your grievance with you. You will also receive a written response to your grievance.

STEP 2

If you are not satisfied with the grievance review results, you may request a second grievance review by the superintendent, camp director, or if you are on parole/probation the field supervisor.

1. Fill out Part 2 of the Youth Grievance Form.
2. Place the form in a locked "Grievance" box (if you are in a youth correctional facility), or mail it to the field supervisor (if you are on parole/probation).

The superintendent, camp director, or field supervisor will respond to your grievance in writing within 30 days after they receive it.

STEP 3

If you are not satisfied with the superintendent, camp director, or field supervisor's response, you may appeal to the OYA director.

1. Mail your appeal to the OYA Director's Office within 10 calendar days from the date you received the second grievance decision.

If a request for appeal is not received within a 15-day period, your right to an appeal will be considered waived, unless you can show that you failed to submit a timely request for reasons beyond your control.

Within 30 days of receiving your appeal, the OYA Director's Office will send you a written response. The written response is the final decision from OYA about your grievance.

GRIEVANCE RESTRICTIONS

You may **not** use OYA's grievance process to resolve the following:

- Issues for which you are entitled to a contested case hearing, according to ORS Chapter 183;
- Actions or decisions not within OYA's power to resolve (for example, actions by the court or another agency);
- Incidents or problems that you are not involved in;
- Issues for which you have started court action or filed notice of intent to file a tort claim; or
- Matters that will be or have already been decided by a judge.

You must follow these rules about the **number** of grievances you can file.

- a) No more than two new grievances in any one week or six in any calendar month. A week is Sunday through Saturday.
- b) If you submit more than two new grievances in any one week or six in any calendar month, they will be denied and returned to you.
- c) If you think an emergency situation has happened and you need to file more than what is allowed, you must clearly state in writing the reason for filing more than the number allowed. If the grievance coordinator determines that these reasons are not clear, concise, or valid, the grievance will be returned as denied.

The limitations listed above in a), b), and c) do not apply to "emergency issues." The grievance coordinator determines whether your issue threatens your health or safety or not.