**Section 801.660 Grievance Procedure**

a) Youth shall attempt to resolve problems or complaints informally by discussing them with facility staff.

b) If the youth is unable to resolve the complaint informally or if the complaint concerns the imposition of discipline, the youth shall be provided with access to a grievance procedure established by the facility.

1) A system to provide information to the youth shall be provided with the grievance procedure.

2) A timely review of the grievance shall be conducted by a person or persons employed by the facility and appointed by the Chief Administrative Officer other than those directly responsible for the conditions or actions complained of in the grievance.

A) This review shall take place within five working days after receipt of the grievance.

B) The findings and recommendations shall be submitted to the Chief Administrative Officer within ten working days after initial receipt of the grievance. The Chief Administrative Officer shall advise youth of the decision in writing within fifteen working days after initial receipt of the grievance.

C) Youth may appeal to the Deputy Director. The Deputy Director shall provide for a timely review and decision in writing to the youth.

3) Assistance by impartial facility staff in drafting the grievance shall be provided when requested and when it has been determined that the youth is unable to draft the grievance without assistance.

c) The grievance procedure shall not be a barrier to youth processing complaints directly to the Deputy Director.

d) Disciplinary action or reprisals may not be taken against a youth for using the grievance procedure.

e) Copies of all grievances and responses shall be maintained in the youth's file.