

2006~2007 Final Grievance Report

Summary of Grievance Process and Analysis of Grievances Received from
October 2006 through June 2007 from Selected Facilities in Nevada



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Table of Contents

Introduction	3
Methods	4
Limitations of the Data	7
Existing Complaint Processes	8
Corrections	8
Detention	9
Child Welfare	9
Mental Health/Substance Abuse Treatment	10
Group Homes	10
Descriptive Statistics for all Complaints	10
Number of Facilities Participating by Month	11
Complaints by Facility Type	12
Complaints by Facility Name	13
Other Statistics	13
Complaints by Type	14
Complaint Elements	15
Types of Complaint Responses	15
Narrative Summary of Complaints and Responses	16
Heath Complaints	16
Safety Complaints	17
Welfare Complaints	17
Treatment Complaints	18
Civil and Other Rights Complaints	18
Privileges/Other Complaints	19
Recommendations	20
Appendices	
Appendix A – Total Complaint Counts by Facility Name (2000-June 2007)	22
Appendix B – Summary Forms	23
Appendix C – All Complaints and Responses by Complaint Type	25

Introduction

In January 2006 the Nevada Institute for Children's Research and Policy (NICRP) was selected as the consultant to study the health safety, welfare, treatment, civil and other rights of children in selected private and governmental facilities pursuant to the Legislative Mandate in AB 580. During the project period from January 2006 through November 2006, NICRP conducted unannounced site visits at 30 public and private facilities across the state. During those visits, NICRP staff toured the facility and conducted interviews with youth, staff and administration. In addition, NICRP collected grievances from each facility that were received by the facility between January 2000 through December 2005. During the project period facilities forwarded grievances filed within the facility to NICRP and NICRP created a website and toll-free telephone number to accept grievances directly from children in the facilities as well as from members of the community, such as parents or youth advocates. All of the results from this project were presented in December 2006 and a final report was released.

In conjunction with that project the grievance collection process was continued from October 1, 2006 until June 30, 2007. This report contains the analysis of these complaints as well as a discussion of the grievance process and recommendations for mechanisms which may improve the grievance process. This report contains data about complaints collected between October 1, 2006 and June 30, 2007. Complaints collected prior to these dates are not included in analysis in order to avoid overlap with the previous report.

There were six different "types" of facilities that participated in this study. Those included Detention, Corrections, Child Welfare, Group Homes Substance Abuse Treatment and Mental Health Care. Facilities are categorized this way because facilities in the same category have similar processes as well as have similar goals and programming for the children in their care. The table below illustrates how facilities were categorized.

Figure 1.1 Facilities Participating in Project, October 1, 2006 – June 30, 2007

Corrections	Nevada Youth Training Center Caliente Youth Center Summit View Correctional Center China Springs Youth Camp/Aurora Pines Girls Facility Spring Mountain Youth Camp
Substance Abuse Treatment	Western Nevada Regional Youth Center
Mental Health	Desert Willow Treatment Center Montevista Treatment Center Spring Mountain Treatment Center
Group Homes	Oasis Homes
Child Welfare	Child Haven Kids Kottage
Detention	Stateline Juvenile Detention Center Leighton Hall (Humboldt County) Washoe County Juvenile Detention

* NOTE: This list does not include all facilities who participated in the original study, only those who continued to forward grievances to NICRP or those about whom NICRP received a complaint directly.

Methods

From October 1, 2006 to June 30, 2007 facilities were asked to continue to forward all internal grievances to NICRP. NICRP also maintained the toll free number and website for youth in facilities as well as members of the community to use to voice their concerns about the included facilities. Over the course of that nine-month period NICRP accepted 21 complaints directly through mail, phone, or the website. NICRP continued to use the same process that was used during the original study period. When a complaint was received directly, NICRP staff summarized the information and determined if the complainant preferred to remain anonymous, then faxed the information to the contact person at the named facility. The facility was given ten business days to respond in writing to the complaint, and if there is no response after 10 days, NICRP staff called to follow up on the response to the complaint. All complaints and their responses were summarized using a standard form and then entered into a database for description and analysis.

During this period facilities also forwarded internal grievances to NICRP. These grievances were collected and the information from both the complaint and the facility's response were summarized using the same data collection form as those received by NICRP directly. This information was then input into the database for description and analysis. It should be noted that originally there were 30 facilities selected to participate in this study. Following the end of the initial data collection period at the end of September several facilities stopped forwarding complaints to NICRP, therefore all facilities are not equally represented in this report. A reminder was sent to all facility administrators in April of 2007 and several facilities responded that they simply have not received any grievances to forward, while others had no response, but

NICRP still did not receive complaints from that facility. During the nine month period facility participation varied from month to month, but overall 15 different facilities participated in this portion of the study.

In an attempt to standardize information, for each complaint NICRP completed two summary forms. The first form summarizes and categorizes information about the complaint and its response, as well as descriptive information about the complainant themselves. A second form was completed which attempted to further categorize the elements of the complaint, as well as whether the response to that complaint was action-oriented or explanatory. Each complaint was analyzed by two different people to ensure reliability of the information. Copies of these two summary tools are located in the Appendix.

Once the forms were complete all complaints were entered into a statistical software database. Data was then cleaned for errors and then analyzed. Analysis of complaints was conducted in the same manner that analysis of both interviews and policies and procedures was conducted in the original study. Findings and discussion are organized by the type of facility, and then under each type of facility, complaints concerning Health, Safety, Welfare, Treatment, Civil and Other Rights are each discussed. Complaints were categorized in each of these areas using the following definitions:

- (1) **Health** – anything having to do with a child’s physical or mental health. These are things directly affecting health, including nutrition and exercise, medical care, medication administration and attention pertaining to illness or injury (transportation for medical care).
- (2) **Safety** – these are things having to do with the physical safety of the children. These include physical security and staffing issues, physical environment, including cleanliness as well appropriate and working facilities and equipment.
- (3) **Welfare** – this has to do with the general well being of the child. These issues are emotional and may include such things as the way that staff interacts with children on a daily basis.
- (4) **Treatment** – this term is defined in terms of a treatment program not necessarily how a child is “treated” on a daily basis. These are issues of access to counseling (mental health and substance abuse) resources, issues relating to a child’s actual treatment plan and how they are able to progress through a facility’s program.
- (5) **Civil and other rights** – this category includes many different aspects. This includes things pertaining to not only a child’s civil rights, but also their rights as human beings. This would also include any rights within a particular facility that the youth are granted as explained to them in orientation. For example youth may have the right to be notified of consequences at the time of the rule violation resulting in these consequences. Therefore if they are not notified at that time it is a violation of their rights.
- (6) **Privileges** – This category was added for complaint analysis because there are complaints received about not getting things that are deemed privileges and are earned and are not a right, do not affect their health, safety, welfare, or treatment. For example all children may receive snacks at a certain time of day and if you have earned enough points you may get a special snack. If a child makes a complaint that they didn’t receive the special snack but had not earned the point for the special snack, this complaint would be grouped as a “privilege” complaint.

Complaint data was further divided within these larger categories by elements which were included on the second review form. Elements included: Physical Harm, Lack of Supervision, Inappropriate Verbal Contact – Staff, Inappropriate Verbal Contact – Youth, Inappropriate Physical Contact – Staff, Inappropriate Physical Contact – Youth, Sexual in Nature, Disagreement with Staff/Administrative Decision, Medical in Nature, Differential Treatment by Staff, and Unsatisfactory Physical Environment.

The second summary sheet contains 11 potential elements that a complaint may contain. Complaints were reviewed and for every element present in that complaint the box was marked “yes”, if it was not present in this complaint the box was marked “no”. For those cases where the complaint was not attached or it was illegible, then “unknown” was selected. The chart below provides a brief definition for each element included on the summary sheet. All selections from this sheet were determined by analysis of the complaint itself - consideration was not given to information presented in the resolution. This was done to get a summary analysis of the allegations or circumstances as the complainant sees them, to accurately represent the types of issues that complainants feel are important. In the analysis by section percentages are presented for complaints coded in these categories. The percentages represent the number of complaints that contained that element. Complaints have the potential to be coded “yes” for all 11 elements or coded “no” for all of the elements, therefore percentages will not add up to 100%, as each element’s percentage is calculated individually.

Table 2.1

Physical Harm - This element includes complaints that contained an element of physical harm – the youth’s complaint mentioned that he/she was physically harmed.
Lack of Supervision - This element includes complaints that came up because staff was not properly supervising children. These may arise when a youth is complaining about another youth and it is a situation that could have been prevented with appropriate staff supervision.
Inappropriate verbal contact by staff – This element includes complaints that indicate that staff were verbally abusive or inappropriate.
Inappropriate verbal contact by another youth – This element includes complaints mentioning that another youth was allowed to be verbally abusive or inappropriate.
Inappropriate physical contact by staff - This element includes allegations that youth were inappropriately physically touched by staff. (These are not necessarily sexual in nature)
Inappropriate physical contact by another youth – This element includes complaints that allege that another youth had physical contact with the complainant. (These are not necessarily sexual in nature)
Sexual in nature – This element includes all complaints that mention some element of sex or sexuality. These may include everything from allegations of sexual abuse to sexual harassment. These complaints are not necessarily allegations of sexual abuse.
Disagreement with staff/administrative decision – This element includes anything that a youth may disagree with, from points assigned that day to any consequences or punishments given, or with facility policies or practices.
Medical in nature – This element includes anything having to do with medications, doctors visits, injuries, etc.
Differential treatment by staff – This element includes complaints that allege favoritism of any kind including racist treatment.
Unsatisfactory physical environment – This element includes the youth’s physical surroundings only. This includes building, clothing, room, facility location, suitability of food, etc.

Another important component to this report is the description of the facilities’ existing grievance process. During the initial phase of the project policies and procedures were collected from all facilities. These policies often included a description of their grievance procedure and that information is used to discuss each facilities process. Additionally, interviews conducted with each facility’s administrator asked a question about the grievance procedure in the facility. Information from those interviews was also used to present a description of the process at each of these facilities. It is important to note that this information was gathered during the last year and in that time we understand that facilities may have made some changes to their policies and procedures. However, when this information is known it is presented in the report.

Limitations of the Data

While every effort was made to include all facilities equally, some may be over represented in this data. For example, almost 87% of all complaints included in this analysis come from correctional facilities. These facilities sent the most complaints over the nine month period. This does not necessarily mean that the other types of facilities are less likely to receive complaints only that they were not sent to us. This over representation could be explained by more stringent participation by these facilities, due to the fact that many of them are state funded which would provide additional motivation to participate in this state funded program. It could also be an effect of a more established and formal grievance process in these facilities. When all grievances are expected to be made in writing, then there are less verbal complaints therefore more of their complaints are represented in this research. During several of the initial site visits, staff and administrators reported that many grievances were handled verbally and written grievances were viewed as a last resort for satisfactory resolution – it is likely these facilities with a different attitude towards written grievances who may be reporting fewer written complaints. Finally, the over representation of complaints from correctional facilities may be a result of the youth in those facilities. By the time youth reach this stage in the juvenile justice system they are experienced with the process and may feel more comfortable writing grievances and therefore more grievances are generated from these types of facilities.

Existing Complaint Processes

This section will discuss existing grievance processes subdivided by the type of facility. Complaint processes will make more sense if discussed in the context of their facility type. The five types of facilities included in this study are; Corrections, Detention, Child Welfare, Group Homes, and Mental Health.

Corrections

Correctional Institutions were defined as those long-term facilities where children are placed by the court system after detention for programming and rehabilitation based on the crime they committed. There are six of these facilities included in this study. The facilities have some variation in their level of security, but overall youth are placed there by a judge to complete the rehabilitation programming, often for a 3-9 month sentence.

Each of these facilities has a grievance procedure in place and it was discussed with each facility administrator during NICRP's visits in the spring of 2006. Based on these discussions there are several similarities among systems and several differences. These are presented in the lists below.

Common Elements Among Corrections Complaint Systems

- Written process – grievances are to be submitted in writing and responses are provided in writing
- Confidential system – administrators often mentioned a box where grievances are deposited for pickup and later review

- Appeals process – if youth don't agree with the response then they can choose to appeal to the superintendent of the facility

There was some variation in several elements including the person or specific job title that responds to the complaints. In interviews some administrators told us that they directly respond to grievances, while other facilities have a hierarchy in place that allows for direct supervisors to respond first then forward the grievance up to the administrative levels for review as well. In correctional institutions during this study 67% of grievances were responded to by an assistant superintendent. In most cases the appeals are handled by the top administrator.

Detention

Detention facilities were defined as those facilities that are in the juvenile justice system and designed to be temporary placement for juveniles who have been detained for an offense in the community. While in this temporary placement, most facilities have a mechanism for explaining the rules and expectations. Additionally each facility had some process for formal grievances. Listed below are the common elements of complaint systems in detention centers.

- Written format – forms are provided (some leave forms out for youth to take whenever they wish, and at others the youth must request the form from staff).
- Respondent – Administration handles the grievances, providing response as soon as they can, typically in a few days or less.
- Confidential system – Some facilities use a confidential box where youth deposit their grievance, while others require that forms are turned into staff on duty.
- Retention & Tracking – Most facilities do NOT use a systematic method of retaining these grievances. One facility reported shredding them once resolved, others kept them in a file cabinet but did not document verbal grievances. Very few agencies reported utilizing grievance data for tracking, evaluation and program improvement.
- Abuse – Serious allegations are always passed on to child protective services or law enforcement for a formal investigation.

Child Welfare

Child welfare facilities consisted of two facilities that provide emergency shelter care for children as well as one facility that provides residential placement for severely physically and mentally handicapped children. These facilities are designed to provide a safe place for children to stay while alternative placement is sought or allegations are investigated. All of these facilities have a process in place for children to file complaints.

- Written format – Their process is usually a little different because they care for very young children at times and the written process would not be appropriate. Therefore these facilities often allow verbal complaints that are then documented. Parents are able to file complaints for young children.
- Respondent – Supervisors are allowed to follow up on complaints, but often it is administration that handles the bulk of the complaints to ensure that children are being well cared for and treated fairly.
- Abuse – If there are serious allegations made then law enforcement is brought in for the investigation.

Mental Health/Substance Abuse Treatment

Mental health facilities included in this project are inpatient psychiatric treatment centers that either concentrated on short-term acute care or long term residential treatment or both. All of these facilities have similar grievance processes and the common elements are listed below.

- Written format – Most facilities have a formal written process for complaints.
- Confidential system – Some facilities use a confidential box where youth deposit their grievance, while others did not provide a secure box.
- Respondent – Facilities usually identified a specific person who handled grievances, either a risk manager or patient advocate.
- Parent Information – a handbook was usually given to parents with information about the facility's policy and procedure regarding complaints (since children in mental health hospitals are not automatically out of their parents' control, as are most youth in detention or corrections).

Group Homes

Group Home facilities are those that housed a small number of children in a "home-like" environment. Some are designed to be a less restrictive environment for children coming out of residential mental health treatment who still weren't quite ready to go home, while others are designed for children exiting a correctional facility who had earned a less structured environment but still could not go home. These facilities are operated differently because there is less structure and every effort is made to have the facility to be as "home-like" as possible. Here children do have a grievance process to express their concerns, although it is largely not a written process due to the level of functioning for some of the youth in the mental health treatment homes and to a primary focus of the treatment on developing interpersonal and problem-solving skills. However in some places the grievances were not confidential, but discussed in a daily group meeting.

Description of Complaints: Directly to NICRP and Forwarded from Facilities

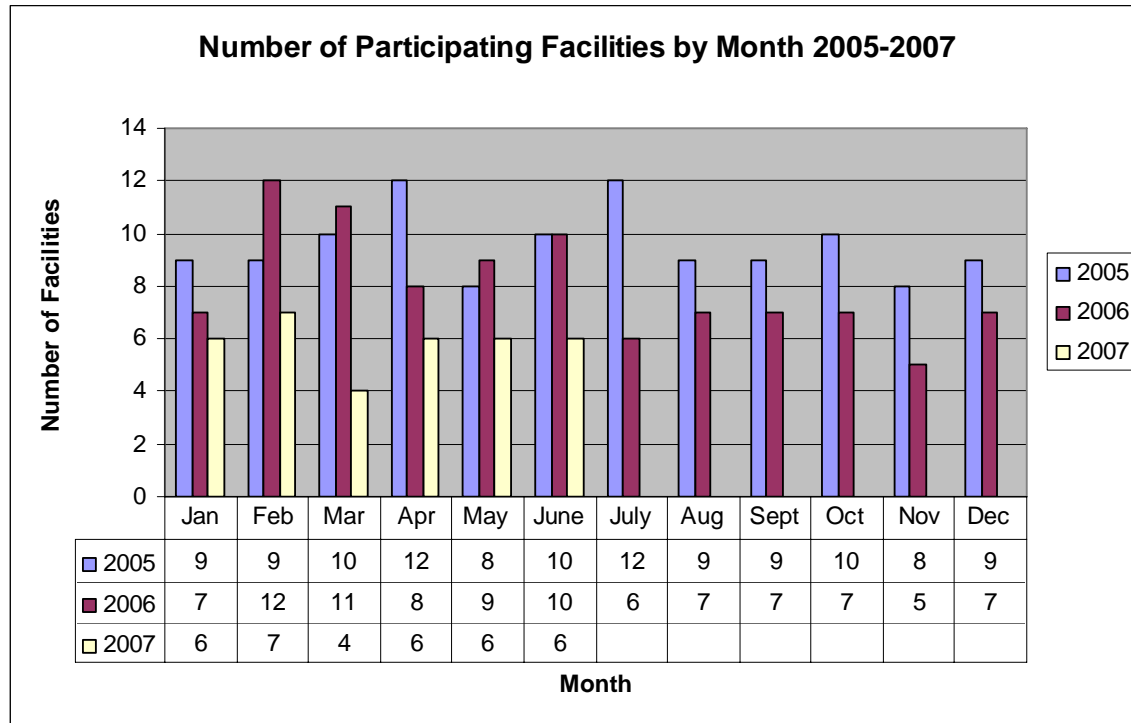
Descriptive Statistics

The following section describes all complaints received by NICRP directly between October 1, 2006 and June 30, 2007.

During this project not all included facilities participated. This report contains only information from the facilities who participated in the study by forwarding complaints to NICRP.

Comparison data for 2005, 2006 and 2007 in the same month indicates that as the project continued fewer facilities were forwarding complaints. This may have been due to the facility no longer participating or the facility not receiving any complaints. This data is illustrated in Figure 1.2 below.

Figure 1.2

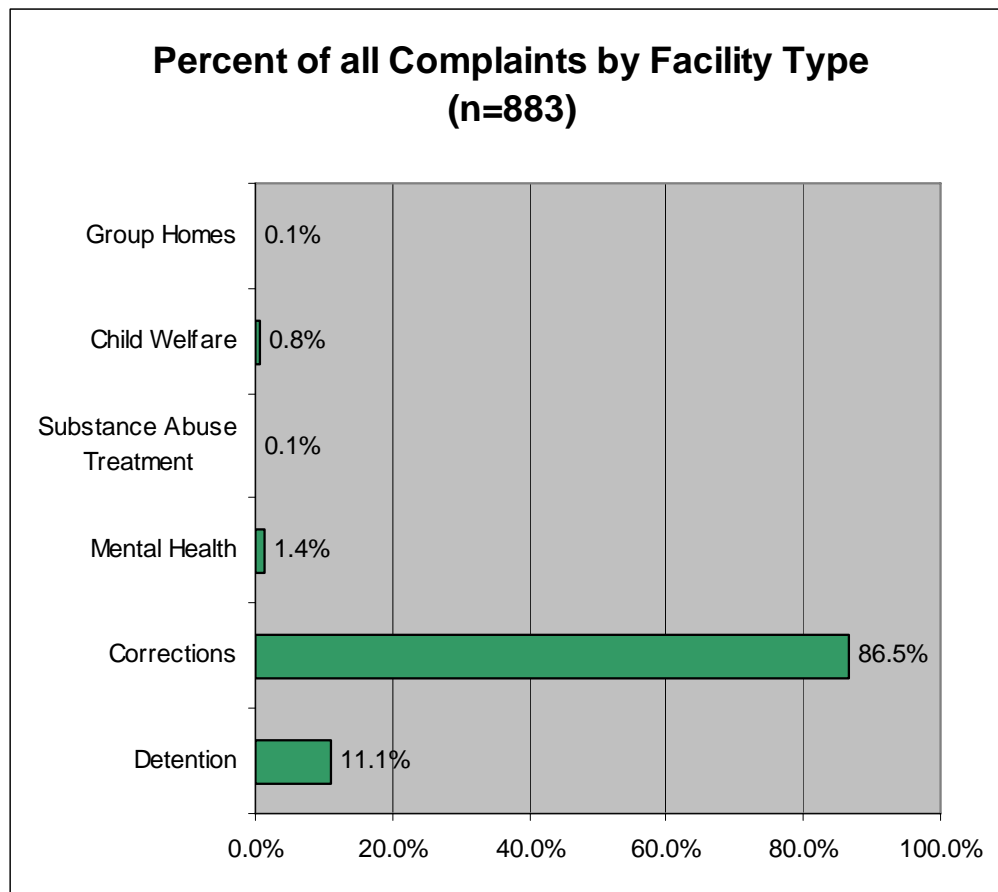


* Participating facilities are those facilities that forwarded any complaints during that month.

As the graph illustrates, participation began to decline in July of 2006. Since that date the number of participating facilities has been lower than its preceding year. By March of 2007 less than half of the number of facilities who participated in 2005 and 2006 were participating in the project by forwarding complaints. Further research would be necessary to understand the decline in participating facilities.

Figures 1.3- 1.6 illustrate the demographic composition of the complaints analyzed in this report.

Figure 1.3



The vast majority of complaints reviewed during the nine month period come from correctional facilities, with the second most frequent facility type being detention facilities at a distant 11.1%. Combined juvenile justice complaints make up 97.6% of all complaints reviewed during this period. It is important to remember that these numbers are more a reflection of participation than of problems within facilities. It would not be appropriate to assume that simply because juvenile justice facilities have the highest percentages that they have the most problems. These are simply the types of facilities that most consistently participated in the project. Some facilities perhaps did not fully participate in the project because their complaints or grievances are not collected in a manner conducive to this process. Some facilities do not keep written records of grievances, while others record verbal grievances as incident reports, and therefore were unaware that these should also be forwarded to NICRP. For a complete count of all complaints received during this project as well as the previous six years by facility name, see Appendix A.

Figure 1.4 details the facility name where complaints came from. This table illustrates that over half of the complaints received came from one facility and another quarter of the complaints came from another facility.

Figure 1.4 Complaint Counts by Facility Name for October 2006-June 2007

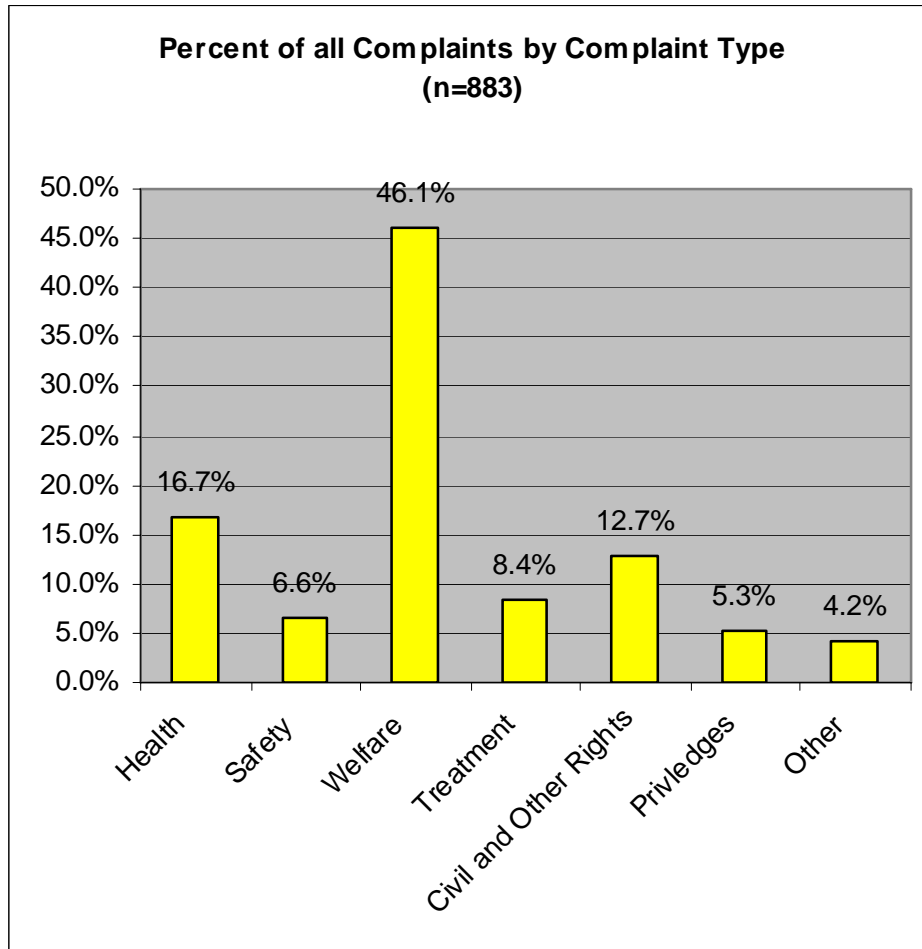
Facility Name	%	n
Caliente Youth Center	51.0%	450
Summit View Correctional Center	24.6%	217
Washoe County Juvenile Detention	9.9%	87
China Springs Youth Camp/Aurora Pines Girls Facility	4.9%	43
Nevada Youth Training Center	4.4%	39
Spring Mountain Youth Camp	1.8%	16
Desert Willow Treatment Center	1.0%	9
Leighton Hall (Humboldt County Detention)	0.7%	6
Child Haven	0.5%	4
Kids Kottage	0.3%	3
Stateline Juvenile Detention Center	0.3%	3
Montevista Treatment Center	0.2%	2
Spring Mountain Treatment Center	0.2%	2
Western Nevada Regional Youth Center	0.1%	1
Oasis Homes	0.1%	1
Total	100%	883

Other Descriptive Statistics for Complaints Reviewed:

- 97.6% were forwarded from the facilities using the facility’s internal process.
- 2.4% of all complaints in this report were made directly to NICRP using the website, mailed letter, or toll-free telephone number.
- 98% of complaints came from youth living in the facility. If the child didn’t make the complaint it was most likely a parent or guardian.
- Slightly more females (49.9%) than males (48.9%) filed complaints.
- 61.8% of all complaints reviewed were made about the facility in general rather than a specific individual.
- Virtually all complaints were investigated at the facility level (99.1%).
- The person responding to the complaint was typically someone in a supervisory position. The “assistant superintendent” was the most frequent respondent at 57.9% of all complaints.
- There were slightly more “explanatory” (57.4%) responses than “action oriented” (41.1%) responses to complaints filed during this period.

Figure 1.5 illustrates the types of complaints that were made and Figure 1.6 illustrates the frequency of several elements of the complaints reviewed.

Figure 1.5



Each complaint was categorized based on the complaint and its resolution and placed in one of these seven categories. The vast majority of complaints reviewed were deemed to be “welfare” complaints. These were complaints in which the primary concern was for the welfare of the child. These frequently contained complaints about fairness or the way a person made them feel. This category became somewhat of a catchall category for those complaints that did not directly affect the child’s health, safety, or rights, but may have affected their emotional well being in the facility.

Complaints were further subcategorized according to the elements of the complaint itself. These categorizations were made with no reference to the response on the complaint. Categories are NOT mutually exclusive, therefore one complaint could contain all elements while others could contain none. This process was used as a way to quantitatively summarize the content of the complaints.

Table 1.6 illustrates the breakdown in all complaints of the elements of the complaints. For a complete description of the definition of each element see table 2.1 in the methods section.

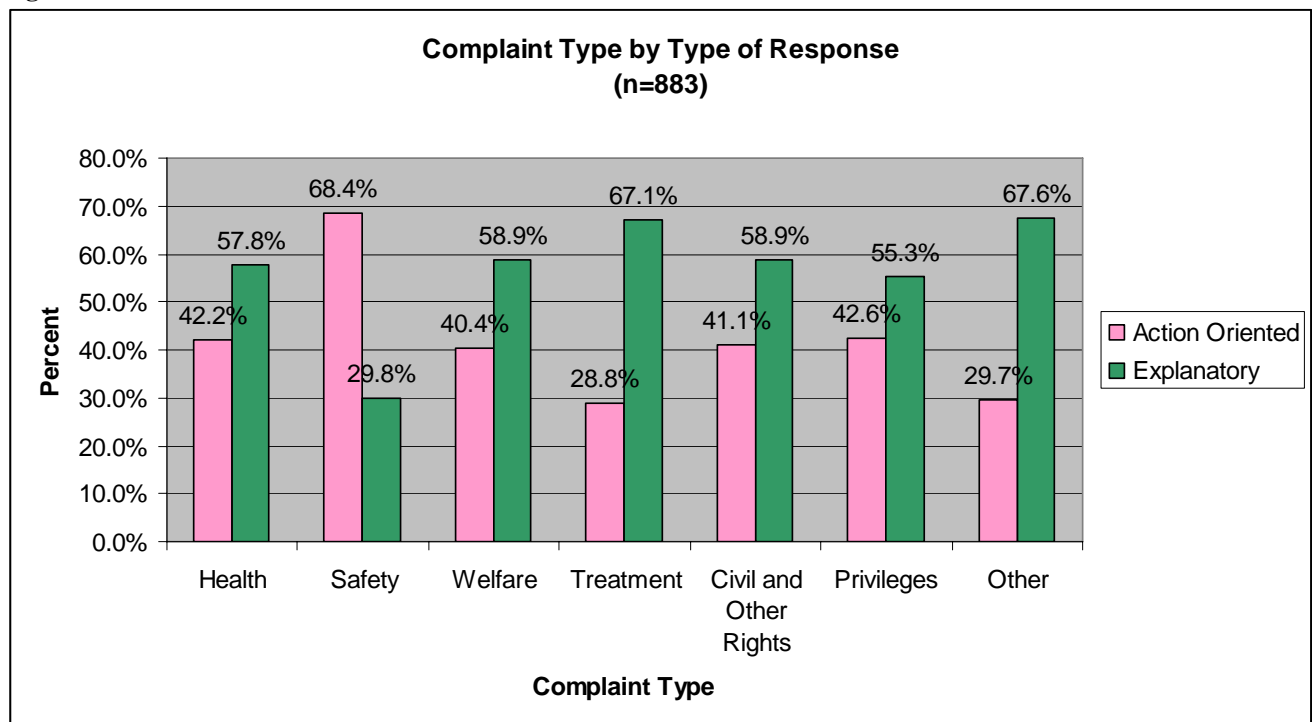
Table 1.6

Element	Percent
Disagreement with Staff/Administrative Decision	53.8%
Differential Treatment by Staff	21.7%
Unsatisfactory Physical Environment	15.0%
Inappropriate Verbal Contact - Staff	14.3%
Medical in Nature	5.0%
Inappropriate Verbal Contact - Youth	4.9%
Sexual in Nature	3.2%
Inappropriate Physical Contact - Staff	3.0%
Physical Harm	2.7%
Lack of Supervision	2.2%
Inappropriate Physical Contact - Youth	1.8%

** NOTE – These categories are NOT mutually exclusive, therefore the percentages listed will not add up to 100%

Figure 1.7 illustrates the type of complaint by the type of response. Only complaints regarding safety received more action oriented response than explanatory response.

Figure 1.7



Complaints and Responses

The following section provides a description of complaints based on their types. These sections will help to outline the types of complaints categorized and the response received. Complete summaries of complaints and their responses can be found in Appendix C.

Health

Almost seventeen percent of complaints were categorized as “Health” complaints. These complaints ranged from issues with the food served in the facility to length of wait time to see a doctor. All complaints were summarized into one or two sentences explaining the nature of the complaint. In addition, the responses to the complaints were also summarized into one or two sentences. For this time period 57.8% of “Health” complaints were given explanatory responses, while 42.2% were given action oriented responses. The average response time was 7.5 days.

Health complaints regarding food, contained issues regarding the types of food served, “The food here is too greasy” to not receiving enough food. These complaints typically received a response that the nutritional content as well as portion sizes are controlled by federal guidelines and the facility does not have the authority to deviate from these guidelines. Another frequent complaint had to do with the amount or quality of physical exercise allowed in the facility. Many of these complaints stated that on particular days the unit was not taken outside, or that there is not adequate time or equipment for exercise. Facility responses to these complaints are typically explanatory. The facility often explains that time outside was restricted due to staffing ratios, weather or unit behavior. There were a few occasions where the facility recognized an issue that could be fixed and stated that, either more equipment will be purchased or that the procedure for these activities would be changed to make them more manageable.

Another issue under this category has to do with these individual’s personal hygiene. These complaints will request specific items, like hair grease, lotion, or feminine hygiene products or complaint about the lack of time for brushing teeth or shaving. Often the responses for these complaints are explanatory, in which staff will explain that certain items like hair grease are a privilege or that lotion can be requested from the nurse. It seems that these restrictions are placed on certain items due to misuse of them. For example there were several requests by females for the use of tampons and the response was that they had been misused recently and when the unit shows appropriate behavior they will be returned and in the meantime youth are provided sanitary napkins. IN several other cases youth complained that they were not allowed to brush their teeth, often the response was staff explanation that time is allotted for showering and other basic personal hygiene such as brushing teeth and if youth do not use the time appropriately then they are not given extra time to complete their hygiene regimen.

In addition there were several complaints categorized as “health related” that dealt with being allowed to use the restroom when requested. These complaints were again responded to with an explanation, that this is often due to lack of staffing to supervise youth using the restroom exactly when requested. If you have to wait it is typically explained that it was only for a few minutes, but in one case it was one hour.

Finally in this category youth complained about elements of their physical environment that may affect their health. Some complained about the temperature in their rooms, either too hot or too cold. In these cases the typical response was to have maintenance check on the heating or cooling unit and make any necessary repairs. There were also a couple of complaints dealing with ants in their units. This issue was addressed by maintenance coming and spraying for the ants to eliminate the problem.

Safety

Almost seven percent of complaints were categorized as “Safety” complaints. The majority of these complaints were provided action oriented responses (68.4%) compared to the 29.8% of these complaints that received an explanatory response. The average resolution time for Safety complaints was 6.8 days. These complaints all deal directly with the immediate safety of the youth while living in the facility.

Several of these complaints were regarding youth making either threatening comments or gestures. In these instances the youth are often separated while the incident can be investigated and if substantiated youth are counseled regarding more appropriate behavior. In other complaints staff were accused of making inappropriate comments or threats of violence toward youth. These complaints are taken very seriously and are most often forwarded to child protective services or local law enforcement for investigation. During the investigations staff and youth involved are kept separated.

There were a few complaints stating that staff were too rough during necessary physical restraints. Some complaints stated that staff were simply too rough others reports specific injuries that were inflicted during these restraints. The response to these complaints was most often action oriented; where the facility would conduct an investigation and at times find that the techniques were done properly and in other instances staff were provided additional training in these techniques.

Overall threats to youth safety and security in the facility seemed to be taken very seriously and when appropriate it seemed that the common response was to call in another agency for investigation.

Welfare

This was by far the most frequently occurring category, at almost half (46.1%) of all complaints being categorized as “welfare”. Most of the responses to these complaints were considered explanatory at 58.9%, while 40.4% were considered action oriented. Complaints in this category deal with the general well being of the child. This would include complaints about fairness, and preferences, and also general requests that would contribute to the child’s emotional well being.

These complaints contained various issues including, favoritism, staff and youth attitudes, disagreements with staff decisions regarding privileges, requests for certain staff, or requests for certain units. It seemed that for the most part responses to these types of complaints were explanatory, explaining why certain youth were treated differently, or that staff aren’t being rude by asking youth repeatedly to do something, etc. Specifically, in the complaints regarding favoritism or things being “unfair”, the facility’s response would contain an investigation into the

issue to obtain more details about the situation. If there was no legitimate reason for the differential treatment then staff was counseled regarding consistency with youth.

When youth complained about personality conflicts among their peers, these too were investigated and youth were separated from one another then counseled regarding appropriate behavior. Other frequent complaints placed under this category were requests either for certain staff to work on a unit or for a move to another unit. These requests were investigated and then decisions were explained whether their request was approved or denied. Many of these complaints seemed fairly innocuous and facilities seemed to handle them well investigating and explaining policy or other reasons for the rules in place.

Treatment

Just over eight percent of complaints were categorized as “treatment” complaints. These complaints had to do with the youth’s actual treatment plan. So this would include things like their points or levels as well as satisfaction with counselors and staff in regards to their programming. Just over 67% of all these complaints received an explanatory response, and took an average of seven days to resolve.

This category primarily contains complaints regarding points, levels, punishments, and requests regarding programming. Most complainants feel that points or levels have been unfairly allocated. In these cases, the response is typically a review of the incident, then a determination by administration whether or not the points or level adjustments were appropriate. In most cases the decision is upheld, but in some cases administration agrees that it was not appropriate and indicates that the youth’s points or levels will be reinstated. For some cases the response is a statement of policy or an indication that certain consequences are not grievable and must be appealed using a different process.

Civil and Other Rights

The final category involves youth’s basic civil rights as well as other rights granted by the facility. Only 12.7% of all complaints were placed in this category. These types of complaints were only slightly more likely to receive an explanatory response at 58.9%, compared to 41.1% receiving an action oriented response. On average these complaints took 6.7 days to resolve.

Most often it seems that these complaints are made due to a lack of understanding of facility policy and procedure. These complaints were most often about, receiving mail, making phone calls, lost or stolen items, or differential treatment by staff based on race or sexual orientation. There were several complaints that stated that staff was treating youth differently because of race or sexual orientation. The responses to these complaints were action oriented. Administration reported that they would investigate the allegations and action will be taken if they are substantiated.

The remaining complaints dealt with things that once the policies were explained, it seemed made sense to the youth as well as the reviewer. In most facilities youth’s access to telephone privileges and mail are very restricted. In most cases youth are only allowed to have contact with those individuals that the youth’s family and PO deem appropriate. Youth may not initially realize that they are not allowed to call whomever they wish and become upset when their

request to call a certain person is denied. In addition this category contained complaints of lost or stolen items. It seems that almost every time an item is lost or stolen while in the custody of facility staff it will be replaced if it is not found. Finally in this category was one complaint where the youth made a request regarding his appearance based on his religious beliefs. This request was granted.

Privileges/Other

This final category contains those complaints that were about privileges or other things that did not really fit in any of the other five categories. These complaints comprised 9.5% of all complaints and were most likely provided an explanatory response (55.3% for complaints about privileges and 67.6% for other complaints). On average complaints about privileges took 6.4 days to resolve while other complaints took an average of 5.7 days.

Complaints in these two categories primarily were about various requests for privileges such as; radios, music, pictures, and other personal effects. These requests were often met with an attempt to accommodate the youth except in cases where policies prohibit the use of certain items. Complaints categorized as “other” did not easily fit into any of the other categories. These included problems with staff decisions and timing of when things were allowed. These complaints were most often met with an explanation of policy or circumstances that prevented youth from receiving items upon request or being allowed certain items due to the youths’ status in the facility.

Recommendations

Recommendations for this report have been developed after reviewing all grievances forwarded during this project period as well as any complaints made directly to NICRP. Additionally, interviews conducted with facility administration regarding the grievance process were also reviewed for the purposes of this project and were considered in developing these recommendations.

(1) Maintain records of complaints and review them periodically for trends – use for performance improvement

- Upon reviewing complaints systematically, trends can be identified and this information could be used to design staff in-service training, or change policy or programming to better serve the youth in the facility. Reviewing complaints for trends or common themes could be utilized as part of a facility evaluation.

(2) Develop a system for evaluating youth grievance system's effectiveness

- If youth do not feel that the process is effective then they will no longer use it and administration will miss out on hearing youth's point of view and the outlet for voicing concerns will not be used. Also if the process is ineffective then staff are spending time on a process that doesn't work and doesn't help so therefore is a waste of their time and the facilities' human resources.

(3) Designate one person for handling grievances for continuity of responses

- Reviewing complaints can be a subjective process and since an individual's judgment is used, the best way to ensure that all complaints are treated equally is to have the same person or persons review all grievances.

(4) Standardize the complaint intake process so that all facilities are collecting the same information in their written grievances

- This recommendation is useful if a government level oversight board is created. This would ensure that all complaints are collecting the same information and therefore could be easily compared to one another without additional summary.

(5) Record any follow up that is done with the youth – update records to tell what was done, not just that something will be done

- This allows administration or an outside oversight agency to easily see that something actually was done and when, rather than that the intention was there but we don't know if anything was actually done.

(6) Create standard language to be used as well as a definition for grievances or complaints – this way all facilities will categorize them in the same way.

- Some facilities keep them as grievances, others record them as incident reports so reporting out to another agency is difficult – you have to know what to ask for specifically.

- (7) Mandate that an independent agency, that has no direct oversight for any facility included, receive, screen and investigate complaints via telephone, online, or letters.**
- This independent agency (ie: legislative auditor) should have the ability and authority to receive, review and investigate all complaints, including interviewing staff and youth and providing recommendations for action oriented responses.
- (8) Create a more stable and long term advisory committee that could oversee this whole process and had the power to recommend legislative changes to improve conditions inside facilities.**
- (9) Define included facilities in the law to include any facility that receives any public funds. This way even those private agencies that receive public funding would still be held to the same standards.**

Appendix A: Total Complaint Counts by Facility Name (2000-June 2007)

		Number of Past Complaints						2006 (FWD)	2006 (NICRP)	2007 (FWD)	2007 (NICRP)	Unknown	TOTALS
ID	FACILITY NAME	2000	2001	2002	2003	2004	2005	2006	2006	2007	2007		
1	Nevada Youth Training Center	0	0	0	48	99	90	45	4	26	0	2	314
2	Caliente Youth Center	0	0	0	0	248	310	276	6	398	7	5	1250
3	Summit View Correctional Center	0	0	0	0	334	101	376	7	73	1	8	900
4	China Spring Youth Camp/ Aurora Pines (girls)	1	5	1	27	8	7	9	19	42	0	0	119
5	Spring Mountain Youth Camp	0	0	0	8	0	5	18	0	12	0	0	43
6	Western Nevada Regional Youth Center	0	1	0	4	0	12	0	0	0	1	4	22
7	Desert Willow Treatment Center	0	0	0	1	2	7	2	3	8	1	1	25
8	The Oasis Home	0	0	0	0	0	0	0	0	0	1	0	0
9	Child Haven	5	10	9	1	6	11	11	5	0	3	0	61
10	Adolescent Treatment Center	0	1	0	1	1	1	0	2	0	0	0	6
11	Palmer Home	0	0	0	0	0	1	0	0	0	0	0	1
12	Achievement Place West	0	0	0	0	0	0	0	0	0	0	0	0
13	Family Learning Center	0	2	1	1	1	1	0	0	0	0	0	6
14	Kids Kottage	9	8	1	11	23	16	7	0	1	0	0	76
15	Clark County Juvenile Detention	52	42	56	28	12	22	11	20	0	0	4	247
16	Carson City Juvenile Detention (Murphy B)	0	2	3	1	0	0	0	2	0	0	0	8
17	Douglas County Juvenile Detention (Stateline)	0	0	0	0	1	0	7	1	0	0	0	9
18	Elko County Juvenile Detention	0	0	1	0	0	0	0	1	0	0	2	4
19	Humboldt County Juvenile Detention (Leighton)	0	0	0	0	4	17	10	0	3	0	0	34
20	Mineral County Juvenile Detention (Don Goforth)	0	0	0	0	0	0	0	0	0	0	0	0
21	Washoe County Juvenile Detention (Wittenberg)	11	20	3	168	165	189	64	3	87	0	47	757
22	Rite Of Passage - Yerington	0	1	0	4	0	0	1	0	0	0	0	6
23	Sage Wind	0	0	0	0	0	0	1	0	0	0	0	1
24	West Hills	1	2	6	1	0	2	1	0	0	0	0	13
25	Willow Springs	0	0	0	0	0	0	0	6	0	0	0	6
26	Monte Vista	0	0	0	12	7	7	5	0	2	0	0	33
27	Spring Mountain Treatment Center	0	11	272	187	189	134	124	7	1	0	77	1002
28	Eagle Valley Children's Home	0	0	0	0	0	0	0	1	0	0	0	1
29	Rite of Passage - Minden	N/A - combined with Yerington						0	0	0	0	0	0
	ANNUAL TOTALS	79	105	353	503	1100	933	968	87	653	14	150	4944

0 = No Complaints

Appendix B: Summary Forms
Complaint Analysis
Summary Tool

Name of Facility: _____	Complaint # _____	
Analyst #1 Name: _____	Date of Complaint : _____	
Analyst # 2 Name: _____		
Type of Facility:		
<input type="checkbox"/> Detention	<input type="checkbox"/> Substance Abuse Treatment	Date of Resolution: _____
<input type="checkbox"/> Correction	<input type="checkbox"/> Welfare	
<input type="checkbox"/> Mental Health	<input type="checkbox"/> Group Home	
		Total Resolution Time: _____ <u>days</u>

Complainant: (select one)

Title: _____

- (1) Child
- (2) Person on behalf of a child (specify)
 - a. Parent/Legal Guardian
 - b. Friend
 - c. Child Advocate
 - d. Other (specify) _____
- (3) Gender of complainant
 - a. Male
 - b. Female
 - c. Unknown

Type of Complaint (select one)

- | | |
|----------------------------|----------------------|
| (1) Health | (6) Privileges _____ |
| (2) Safety | |
| (3) Welfare | (7) Other _____ |
| (4) Treatment | |
| (5) Civil and other rights | |

Was the complaint made generally or about an individual?

- (1) Generally
- (2) Individual (specify)
 - a. Child
 - b. Employee of the facility

Describe the Complaint:

In a sentence, what was the initial complaint?

Was this complaint investigated? ☐ Yes ☐ No ☐ Unknown

Resolution/Response to the Complaint:

*****Please attach all other comments to this form*****

Complaint number: _____

Analyst Name: _____

The following categories will be used to aggregately describe complaints. Please indicate a yes or a no as to whether or not the complaint contained certain elements. Some complaints may have all elements while some may have none.

All of these responses should be based solely on the alleged complaint without any reference to the provided explanation or resolution.

Physical Harm	Yes	No
Lack of Supervision	Yes	No
Inappropriate verbal contact by staff	Yes	No
Inappropriate verbal contact by another youth	Yes	No
Inappropriate physical contact by staff	Yes	No
Inappropriate physical contact by another youth	Yes	No
Sexual in nature	Yes	No
Disagreement with staff/administrative decision	Yes	No
Medical in nature (medication, doctors visits, etc)	Yes	No
Differential treatment by staff	Yes	No
Unsatisfactory physical environment (building, clothing, room, facility location etc – only the actual physical environment)	Yes	No

Response to the complaint:

- ☐ Action Oriented – the facility actually did something in response to this complaint.
(counseling, policy change, termination, new placement, etc)
- ☐ Explanatory – The facility only provides an explanation for the complaint, or the circumstances of the complaint. No action is taken.
- ☐ Unknown

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Health	The unit is too cold and youth would like the heat turned up and/or be given sweatpants and sweatshirts.	The maintenance team will look at the heat settings. Because of the unusually cold weather most of the buildings are struggling to stay warm.
Health	Youth would like to have juice available.	This request will be forwarded to the kitchen manager.
Health	Youth complained that he wanted a different snack because the one he had made him sick.	The youth can not have another snack since there was only enough for each person to have one snack.
Health	The youth complained that his snack was bad and he wanted a new one. However, the staff refused.	It was explained that everyone only receives one snack, but he still received another snack with his medicine.
Health	Youth complains that there is mildew around the sink and drain. There is "big wads of hair in the shower". He also wants to call his mother on Mother's Day.	The mildew was actually water spots and the youth was able to make a call later that day.
Health	Youth would like new non expired toothpaste	The issue is being resolved and new toothpaste is on the way.
Health	Youth states that he did not receive any potatoes during lunch and would like to make sure that it does not happen again.	The message has been forwarded to the kitchen staff and hopefully it is an oversight.
Health	There is hair in the food because the kitchen staff does not wear caps or hairnets.	A grievance was sent to the kitchen manager.
Health	Youth is wondering about the lock up food, since he can't keep down the sandwiches.	The note will be passed to the kitchen manager and staff has spoken with youth.
Health	The snacks at night are not good, staff chews tobacco, and that should not be allowed because it is gross. Oatmeal is pasty and it is served too often.	Addressing meal concerns. Staff possibly should not be allowed to chew tobacco. He will look into this.
Health	Youth's room is too cold.	Youth issued a second blanket while maintenance reviews temp settings.
Health	Youth complained that she wasn't allowed to shower	Youth slept through shower time and therefore she was allowed to shower before going to school.
Health	Youth wants larger food portions.	Meals are regulated by government nutrition and portion guidelines.
Health	Youth has not been allowed time to exercise.	Youth's group had not finished clean up before gym time, so they were not allowed to go. Youth was allowed to go to the gym the day before and after.
Health	Staff has not taken the youth outside for exercise in days.	The day in question was cottage clean-up day and the unit did not finish until after gym time had passed. It was too cold to go outside. Unit said they went to the gym the day before and the day after.
Health	Youth complained that she was not allowed to go outside for days	Youth was not allowed gym time, since she did not finish clean-up. However, she was given time the day before and the day after

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Health	Youth complained that she didn't receive a bandage when she was bleeding.	Youth caused the bleeding, but youth was given a bandage from the cottage and the nurse looked at the finger.
Health	Youth is complaining that staff are eating the youth's food.	All youth received a piece of pie and the staff ate the leftovers, so this is not a legitimate grievance.
Health	Youth is complaining that she has not been outside in a few days.	Youth's group took a longer period to clean, so free time was pushed back. However, the weather did not permit youth to go outside
Health	Youth is complaining that heating system is not working.	Maintenance has tried to fix the issue several times and more blankets will be distributed.
Health	Youth is complaining that he is not receiving enough food.	Food servings follow government guidelines that is why snacks are served.
Health	Youth was not allowed to brush her teeth.	Youth was given ample time to brush her teeth, but staff will try to accommodate
Health	Youth was not allowed to go to the bathroom	Youth threatening and cussing at the staff, so bathroom privileges were delayed.
Health	Youth is complaining that he was fed dog food and not given enough time to eat it.	Menus are reviewed by federal standards and youth receive 15-20 minutes to eat
Health	Youth could not breathe and now has a stomach ache. Staff says there is nothing they can do. Youth has been ignored.	Youth did see the nurse and was put on the Dr's list. The youth told the doctor that she was satisfied w/ treatment. Youth was not ignored.
Health	Youth feels that he doesn't receive enough food. The kitchen staff throws away a lot of food everyday.	They have to follow strict federal guidelines.
Health	Youth does not go to rec everyday and since there is no day room, youth has to be in his room all day.	Recreation is based on safety and security. Youth also receive Rec during P.E.
Health	Youth was refused a night shower because he already took a shower earlier.	Youth was given a shower during the day due to confinement
Health	Staff would not give youth toilet paper	This will be discussed with the unit supervisor
Health	Youth upset because he was not woken up with the rest of the unit for medication.	Youth opted to sleep in and therefore, missed med call. Youth will not be allowed to do this again.
Health	Staff opened the snacks before the youth receives it. Youth feels like this infects the snacks.	Youth was on suicide watch and removing the plastic is a necessary precaution.
Health	The unit has not been doing P.T in the morning.	P.T.'s have been on hold for many reasons including temperature outside P.T.'s will begin again soon.
Health	Youth is allergic to broccoli and is still given broccoli but told not to eat it or to pick it out instead of getting him a new meal.	An email has been sent to the kitchen staff informing them of youth's allergies and that the youth is to be given a substitute item.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Health	Witnessed a staff member licking fingers and then touch food until he found the piece he wanted.	Effective immediately no one will be allowed in the kitchen during meal times, except in the case of an emergency.
Health	Youth was not allowed to get her hair braided like the other girls.	Youth is now allowed in the hair program and will get her hair braided.
Health	Neglect of medical needs - needs to see nurse for toe infection and a staff member refuses to send him to the nurse.	It is recommended that if the youth would like medical attention that he use the procedures that are in place to ensure that he is seen by medical staff.
Health	Staff did not give him all his time for hygiene and sent him to his room.	Some youths were sent to their rooms due to horse playing.
Health	Refuses to drink out of the sink and staff won't let him get water else where.	Youth will be allowed to get water from the dayroom only for his medication and when staff permit.
Health	Youth found tin foil in his food.	Kitchen staff will try to be more careful when preparing food.
Health	Youth states he received his breakfast and it was wet - Staff's only solution was to not eat it.	Youth was on room confinement and should have received only finger foods - staff was informed of this and there should be no further problems.
Health	Youth did not get up for breakfast and was not given anything to eat, when in the past staff bring him a tray.	Youth are not brought food if they simply refuse to go to the cafeteria - this is policy and should be followed.
Health	The youth complained that his jacket would not zip up and that it is very cold.	The youth received a new coat.
Health	The youth is complaining that there is not enough food on her tray	The food served meets federal guidelines.
Health	Youth is allergic to fish and nurse will not let youth put it on youth's list because youth did not put this on his first list.	Will find out what needs to be done to put youth on the list if youth is truly allergic to fish.
Health	Kitchen ran out of food and some youth did not get a meal.	Youth received a meal
Health	The youth complained that he did not receive enough food for breakfast and that it was cold.	The kitchen staff was spoken to and the menu was changed and that the meals are complete.
Health	The youth complained that he didn't get enough food for dinner	The staff spoke with the kitchen and the menu will change and will have complete meals.
Health	Youth is complaining that the heating system isn't working	Staff has fixed the vent and youth agreed cottage is warmer
Health	Youth needs more food	The food portions follow the federal nutritional standards and snacks are available to supplement the meals
Health	Youth complained that it is too cold.	Youth is allowed to have an extra blanket and heating equipment will be checked.
Health	The room is too cold for youth.	Extra blankets available and heating equipment will be checked.
Health	Youth is complaining that she didn't get a personal pad when she	Staff will be instructed to not allow this situation to occur again.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	was bleeding.	
Health	The kitchen staff knew this youth is allergic to peas. Peas were included in his meal and staff just told him to pick them out instead of ordering him a new/replacement meal.	He told the kitchen supervisors and their supervisor that they must provide youth with meals without peas.
Health	The staff have not allowed the youth recreation time/out of their room time in a week	Recreation time was stopped because of basketball court being used. Recreation can take place elsewhere outside and will inform unit supervisor
Health	After recreation the staff sometimes do not let the level 1's and 2's shower	This will not happen again. He will address the staff
Health	Youth is complaining that he hasn't received clean clothes and has been wearing filthy clothes.	Unfounded. Laundry staff stated that there are clothes with no name marked on them or youth gave away his clothes to receive new clothes.
Health	Youth is complaining that he hasn't received clean clothes from laundry.	The complaint is unfounded because youth didn't mark his clothes with his name and also has extra clothes in his closet.
Health	Youth is complaining that staff would not allow him to go to breakfast because he didn't have clean pants to change into.	It is youth's responsibility to have clean clothes and youth are not allowed to go to school in sweats.
Health	Youth is complaining that he doesn't have any time for physical exercise.	There will be more sports balls issued, and a new procedure for recreation. Youth receives 1 hour of exercise in school P.E.
Health	Youth is complaining that the soap and lotion is causing his face to breakout and he wants products from his mom.	Blue magic has been ordered and will let unit supervisor know when it is available.
Health	Youth did not receive recreation time.	Recreation did take place, but schedules may change.
Health	Youth is complaining that he did not receive bread with his meal.	Staff is working on this problem.
Health	Youth is very nearsighted and has requested to see an optometrist - he has been told that he cannot see this doctor because he must be a level two to be allowed.	Facility states that youth must be taken off grounds to see an optometrist so the facility needs to ensure the safety of the public and therefore youth must exhibit good behavior and be a level 2.
Health	Youth is complaining that they do not get enough food.	All food menus are set by federal standards. Food is constantly monitored as to proper temperature and proportions.
Health	Only allowed to share 2x a month. (hygiene issue- odor)	The problem has been corrected and they will be allowed to every week.
Health	Youths hand was hurt and blood was put on her.	When a staff member is bleeding because of the containment, they cannot stop and step away. To prevent this from happening in the future, please refrain from hurting staff.
Health	Not receiving meat or protein for breakfast.	All meals and portion size are set per federal standards "meat and protein" for every breakfast is not a standard.
Health	Youth is not receiving enough food.	Food is regulated by federal standards and cannot increase portions.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Health	Youth was not allowed to brush her teeth.	Youth took extra time to take a shower and did not have enough time to brush her teeth.
Health	Youth complained that staff did not give her anything for her itchy face.	Nurse allowed youth to have lotion after a hour.
Health	Youth is complaining that a staff member would not give her toast to youth while on suicide alert, but did give it to someone else.	Staff should not be giving youth their food.
Health	Youth complained that he was not allowed to go to dining hall due to his behaviors, and was not allowed salt and pepper.	Youth will still receive a meal even when he isn't allowed to go to the dining hall and will also receive salt and pepper.
Health	Youth is complaining because her room is cold.	The heating and cooling system has been fixed.
Health	Youth is complaining because she asked to go to the bathroom and staff said to wait since they are busy. Youth went to the bathroom anyway.	Youth's rights were not violated, since he went to the bathroom even though staff told him not to.
Health	Youth complained that she didn't receive snacks because youth was asleep for the night.	Staff will issue youth snacks earlier in the evening.
Health	Youth complained there was mold on the fire sprinkler on the ceiling.	The sprinkler was examined and it was rust stains not mold.
Health	Youth complained that a boy serving food threatened to spit in her food.	Youth threatened and cussed at boy. She was then returned to the cottage because she wouldn't stop.
Health	Youth complained that she was not allowed to wash her face.	Youth asked for face scrub with attitude and profanity. Youth was denied and got face scrub the next day. This is not a violation of youth's rights.
Health	Youth complaining that she didn't receive a state snack.	Youth was offered snack and refused it.
Health	Youth complained because she didn't receive her state snack.	Youth was offered snack and refused it.
Health	Youth complained because she didn't receive her state snack.	Youth was offered snack and refused it.
Health	Youth complained that she is not allowed to use tampons anymore.	Youth is being offered hygiene products instead of tampons and this is not a violation of youth's rights.
Health	Resident would like to be able to wear her sweatshirt if she gets cold.	Temperature and furnaces were checked. Residents will be given permission if cold otherwise it poses a safety and security issue.
Health	Youth complained that staff wouldn't give her breakfast.	Youth refused to go to the dining hall, so youth was not provided a meal. Youth received breakfast later that morning.
Health	Youth complained that nurse would not give youth meds for a migraine, but did receive 3 ibuprofen 30 minutes earlier because her ribs started to hurt.	Nurse can't give any more meds that soon.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Health	Youth complained that staff wouldn't give her any ibuprofen.	Youth was scheduled to see psychologist and nurse had standing orders not to give any ibuprofen until after visit with doctor. Youth received some afterwards.
Health	Youth complained that staff wouldn't give youth and breakfast because she wouldn't get out of bed.	If youth does not get out of bed, then staff does not have to give youth their meal. Youth received breakfast a few minutes later.
Health	Youth complained that staff took youth's pencils and paper when another youth passed notes. Youth complained that she did not pass notes. Also, staff would not allow youth to shower.	Youth has history of passing notes. While on room restriction, youth are not supposed to have paper and pencils. Youth may not be able to shower when she wants but will be given opportunity to clean up.
Health	Youth complained that staff would not give her medical attention when she carved her arms.	Staff did call the nurse and nurse came later. Youth was instructed to clean wound with peroxide. Cuts were superficial and posed no threat to youths health.
Health	Youth complained that staff would not allow youth to go to the bathroom.	Staff did not let youth go to the bathroom because youth is on advanced individual program and cannot be out with rest of group. She used the bathroom later.
Health	Youth complained that staff would not let her go to the bathroom.	Staff did not let youth use the bathroom because there was only one staff to do all bathroom calls. Youth went to the bathroom 10 minutes later.
Health	Youth complained that staff would not feed her at lunch.	Youth received lunch, but stopped eating since it was too spicy. Youth was the only one who complained. Supervisor will talk to business manager about monitoring the food.
Health	Staff would not let youth go to the bathroom.	Youth and another girl have been passing notes in bathroom. The other youth just used the bathroom and staff and to check it before complaining youth goes in.
Health	Youth complained that she was not allowed to go to the bathroom because no staff was available.	Youth went to the bathroom one hour later. Female staff were busy elsewhere and came over as soon as they could.
Health	Youth complained that staff won't let her lay on the bed all day due to back problems.	Youth must get on nurses list so she can take care of her back problems. As far as youth laying in bed all day, it is difficult to work program when youth won't participate.
Health	Youth complained that staff wouldn't give him a hour of exercise.	Youth was unable to go to the gym due to scheduling issues staff have been instructed to get youth exercise even if its on cottage.
Health	Youth was not able to exercise and was asked to work on treatment instead.	It was explained to staff that you must receive at least one hour of muscle movement of day regardless of activity.
Health	Youth complained that staff would not allow her to go to the bathroom.	The staff offer bathroom calls every two hours.
Health	Youth complained that staff handed her a glass of water with an apple core in it and would not take it out.	Youth was the one who put the apple core in the cup.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Health	Youth complained that he is not given enough food to eat during meals.	The meals are carefully portioned and menus established by federal guidelines that they are unable to deviate from.
Health	Youth complained that she has a sore back and that the staff would not allow her to lie down.	Staff are not allowed to let youth lay in bed all day per the program unless they have orders from the nurse.
Health	Youth complains that she got a cold because the staff made her return the food trays when it was cold outside.	Staff instructed youth to fill out a nurses call slip if she felt sick, but the youth did not fill out a slip.
Health	Youth complained that staff would not give him breakfast because he would not wake up	Youth was allowed to go to school and had lunch. The policy is that youth doesn't get meals if they refuse to go.
Health	Youth complained that they were not allowed to shave, have Motrin or Tums.	The nurse can issue you Tums and Motrin and the staff will allow you to shave.
Health	Youth complained that staff would not allow her to clean out her skin "carving" cutting.	Youth was allowed to clean out carving and youth refused, a nurse was called to help.
Health	Youth stated that her room has ants and that she is unable to sleep due to the noise from the washing machines.	Youths room will be sprayed for ants and the washing machines will not be used during the night.
Health	Youth complained that she was not allowed to brush her teeth.	Staff was spoken too and youth will be allowed to brush teeth according to the schedule.
Health	Youth complained that staff did not allow her to use the bathroom and she had an accident in her room.	Staff made a bathroom call and youth did not go, then when the youth wanted to go the bathroom it was being cleaned.
Health	Youth complained that his back hurts from carrying to many books and would like to be able to use a book bag.	Facility is unable to issue back packs.
Health	Youth stated that she has not been allowed to shave in over a month.	The matter will be investigated shaving is a hygiene issue and should be allowed.
Health	Youth complained that her group has not been allowed to go outside in quite awhile.	Outside privileges are based on behavior and staffs discretion.
Health	Youth complained that they do not get enough food to eat at meals.	Federal guidelines for portion size and calorie intake are followed and can not be changed.
Health	Youth complained that all the meals are cold and there are not big enough portions.	The kitchen is undergoing renovations and meals are being cooked in a tent. Youth understands issue and believes shopping in store will resolve issue.
Health	Youth complains that staff would not let her use the bathroom.	Youth was allowed to go to the bathroom but needed to wait until another resident left the bathroom.
Health	Youth complains that they were not allowed to use tampons because someone else could not.	Youth will be allowed to use tampons if properly instructed.
Health	Youth would like to be able to use cocoa butter instead of the	If youth develops a rash from using regular lotion she can use the cocoa

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	other lotion.	butter.
Health	Youth claims that for 2 days in a row she had to wait 15-20 minutes to use the bathroom.	Staff will be instructed to allow appropriate time for feminine hygiene issue.
Health	Youth claims that staff would not contact the nurse for youths medical condition.	Staff are aware of issue and will be instructed to follow the protocol that nurse has established.
Health	Youth states that he has been unable to brush his teeth because there is no more toothpaste. Youth would also like less room time.	The unit manager should be told of youth are out of supplies. Staff tries to make the best choices for youth about time allocation for activities.
Health	Youth states that his group has not been given soap for showers in weeks.	Although the liquid form of soap has been ordered there is plenty of bar soap available.
Health	Youth states that his face breaks out from using the shaver provided and would like his own shaver.	Due to safety issues youth are not allowed to have their own razors, but they may see the nurse for help with skin irritation problems.
Health	Youth states that he was denied medication when requested.	Medication was offered many times and refused by the youth. Youth and staff were counseled about the situation.
Health	Youth states that he was not allowed to exercise and was not give a reason why not.	Youth was on a 6-hour work detail and therefore did not exercise. Next time staff will give a better explanation why youth can not have a privilege.
Health	Youth has asked for a sweater and still has not received one.	Youth was given a sweater to borrow until she gets one from the state clothing.
Health	Youth would like to be able to use her personal tampons.	Youth can use tampons if they have received instructions on how to use them.
Health	Youth would like to be able to use her personal tampons.	Youth can use tampons if they have received instructions on how to use them.
Health	Youth would like to be able to use her personal tampons.	Youth can use tampons if they have received instructions on how to use them.
Health	Youth would like to be able to use her personal tampons.	Youth can use tampons if they have received instructions on how to use them.
Health	Youth states that she was not allowed to use the bathroom when she needed too for personal reasons.	The matter will be addressed with the staff.
Health	Youth claims that she was denied use of the bathroom in a timely manner.	The issue will be discussed with the staff.
Health	Youth would like the rooms cleaned due to another youth having head lice.	All the youth have been checked for head lice and the cottage will be rechecked.
Health	Youth broke his tooth and the staff dentist can not fix it so he	The tooth that is broken does not pose a health risk and can be fixed

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	would like to see his own dentist.	when the youth is released.
Health	Youth claim that after a fly was found in his meal and then the meal replaced he became sick.	The situation was handled by staff in an appropriate manner.
Health	Youth complained that staff didn't give youth state snacks at nights.	Due to relief staff in kitchen that day, no snacks were issued to youths cottage for that days.
Health	Youth feels he does not receive enough food.	Food portions are dictated by federal standards.
Health	Youth was denied a shower that she needed "right then" for personal reasons.	Youth was allowed a shower later at a designated shower time.
Health	Youth was not given clean sheets when she was sick. Youth also has allergies to the chemicals used to clean her room.	Youth will be given cleans sheets. Youth cussed at staff and argued when cleaning the room. The nurse will be notified of allergies and alternative procedures will be used if needed.
Health	Youth complained that staff would not give her ibuprofen.	Youth received ibuprofen later that day, since staff was dealing with other girls and needed permission from nurse for IBU.
Health	Youth complained that she did not want to go to the dinning hall because her pants were wet. Staff said she would not get a meal if she didn't go.	Policy is that if you do not go to the dining hall, then youth will miss the meal. Youth did go to the dining hall.
Health	Youth complained about not receiving a state snack	Due to recent staff in kitchen state snacks were not issued.
Health	Youth said that she was given onions at meals when she is not supposed to eat them. Food servers are shorting youth on food.	Changes to the serving line have been made and kitchen staff will be advised about onion issues.
Health	Youth said that her group member did not receive the medical attention she needed.	Youth cannot file grievance on behalf of another youth. Youths legal rights have not been violated.
Health	Youth said that staff would not give her state snacks.	Due to the recent staff working in the kitchen that day, state snacks were not issued.
Health	Youth said that she did not receive an hour of exercise that day.	Youth's group was kicked out of school right after P.E., and youth was allowed out for about 30 minutes before dinner. Youth's rights were not violated.
Health	When working outside her skin gets very irritated due to her allergies.	Staff will ensure that youth receive allergy medications to help alleviate her skin discomfort.
Health	Parent states that her child was not able to go to sleep and that the staff would not give him anything even though they were instructed to do so.	Youth was given medication to sleep and parent was spoken to about the issue.
Health	Complaint states that water on tap and in fountains is orange in color and youth are concerned.	New filters have created the issue, but filters will be replaced and the fountain was cleaned to help eliminate the problem.
Welfare	Staff says youth is too carefree and silly when youth actually has	Will have this addressed with the staff

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	ADHD and has little self-control. Youth is on max meds too.	
Welfare	Youth concerned that letters to father have not been sent because she has not received any back. Also, youth would like better conditioner and razors to shave armpits	He has sent letters to father with no response. If any come in, the youth is allowed to read them. He will address conditioner issues and razors will be by the week
Welfare	Youth is complaining that her hair is always tangled and she doesn't get to work in the kitchen	Staff will be talked to about more conditioner and kitchen jobs will be switched every few months
Welfare	Youth's PIN doesn't work	There is a PIN block on the phone the youth is trying to call. Youth's parents must set up the account
Welfare	Youth is complaining that his mother was treated badly when she came to visit. Youth also wants his token points back	Youth cannot have his points back, since there was no wrongdoing by staff. Youth's mother may file a complaint
Welfare	Staff member is rude to youth	Manager has spoken with staff
Welfare	Youth is complaining that he was unfairly punished	Youth was punished for tagging and having contraband
Welfare	Unfair treatment by staff - put in room for 3 hours for something youth says they didn't do.	Youth admitted to wrong doing but did not approve of the consequence.
Welfare	Youth is complaining that a staff member said rude remarks about his girlfriend	There will be training for staff to address this type of incident. The staff member received a verbal reprimand
Welfare	Was consequence for something youth did not do (unfair treatment).	Youth was asked many times to stop giggling and to remove his shirt from his face before he was escorted out of the classroom.
Welfare	Youth feels he was unfairly punished.	Youth was advised how to work program and levels will raise.
Welfare	Teacher yelled at another student, when the youth asked for help. This youth feels that this is unfair and that teachers should teach not yell at youth.	Respondent will look into the situation and speak to the youth involved in the incident.
Welfare	Staff member is rude, this staff has an attitude with certain residents and has no tolerance.	The teacher is a very good teacher.
Welfare	Youth would like to know why a specific letter was not sent.	Youth's mother requested that she have no contact with that specific person.
Welfare	Youth would like to know why only certain people received string cheese.	The issue is being addressed with kitchen staff.
Welfare	Youth would like younger detainees to be moved to another dorm.	Youth are not assigned to units based on age but a list of other requirements. The same age group does not always stay together.
Welfare	Youth would like music to be played during sleep hours.	The request will be considered by staff.
Welfare	Youth complained that he got into trouble because other people lied about something he did.	Youth acknowledges that he was put on the bench for cussing and acting out.
Welfare	Youth states that she wanted to sit in the sun but the staff told her	Staff have the responsibility of looking after youth while outside they

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	she had to sit in the shade.	make the safest decisions.
Welfare	Youth states that he would like the opportunity to work in the kitchen, and not be denied the opportunity because of his status.	The issue will be addressed with the supervisors to come up with an answer.
Welfare	Youth would like to be moved to another group because he feels the work distribution is unfair.	The work distribution is due to the fact that there are not enough females to work the kitchen.
Welfare	Youth states that a specific staff member treats him unfairly.	The issue was investigated and is difficult to substantiate based on hearsay.
Welfare	Youth complains that he is not treated fairly and favoritism is being shown.	The situation was investigated and the staff never should have allowed the incident to happen. Although the youths abusive language will not be tolerated.
Welfare	Youth states that males should be allowed to go outside since the females are allowed too.	All youth are allowed outside but due to the fields bad condition only the track can be used.
Welfare	Youth complained that an advisor lied about his behavior.	Youth should try to report issues to the supervisor on duty.
Welfare	Staff member disrespects youth and ignores him.	Looking into situation and addressing the situation with the staff.
Welfare	Staff was rude to youth about scores earned.	Youth can't grieve token economy scores.
Welfare	Certain employees are treating this youth unfairly. She isn't given fruit or a mattress or exercise daily and given unfair punishments.	The punishment was fair because youth made statements about escape. Manager will look into the bedding, food, and exercise complaints.
Welfare	Unfair punishment given to youth.	By the time the complaint was received, youth already served hours. Next time do a "fix-it" sheet to be addressed immediately.
Welfare	Math class is too difficult and the teacher doesn't provide help when the youth asks for help.	Manager will discuss with principal.
Welfare	Staff member is rude and degrading to this youth and his parents are putting in a request to change youth's staff.	Situation will be looked into further and discussed with youth advisor.
Welfare	Youth would like to get a new PO.	Forwarding the complaint to the manager in probation.
Welfare	Youth want to speak to P.O.	Staff are attempting to contact PO to forward any numbers to facility.
Welfare	Youth is complaining about the a/c (too cold in rooms) night gowns (too short) and moving to another unit because she feels verbally attacked by peers and unsupported by staff.	There is not much they can do for the a/c. It takes time for the building to catch up with the changes in the temperature. Nightgowns will be addressed in the next budget cycle. Staff will speak with youth about getting along with other juveniles.
Welfare	Youth is complaining that staff is treating him unfair because staff believes he called staff a name.	There will be an investigation of the incident.
Welfare	Youth is complaining that a staff member is always putting him in his room and doesn't let him watch TV.	This incident will be investigated

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Youth is complaining that staff calls other youth names and reduces their level if they write complaints	There will be an investigation of the incident
Welfare	Youth would like to be in same unit as her friend.	When youths friend meets requirements, then they can be placed in same unit.
Welfare	Youth feels that staff treats her unfairly	Staff has spoken with youth and youth advisor to find a compromise.
Welfare	Youth would like to spend time with her friend and staff keeps them separated.	Staff will look into who youth can and can't talk to.
Welfare	Youth moved to another pod and wants to be moved back. The move was unfair!	Situations came up so the youth had to be moved temporarily and will be moving back ASAP.
Welfare	Youth wants to know why her home number is restricted	The call system will be checked to see why there is a problem.
Welfare	Youth would like her favorite staff on her unit.	The specific staff member has been working in other areas, but will return ASAP.
Welfare	Youth can't call parents as often as other youth because their cell phones do not accept collect calls-youth requesting 1 call every 3 days.	The manager cannot adjust the phone calls any more and keep them equal. However, if youth attains highest level, youth can make the phone calls she's requesting.
Welfare	Youth only received a 10 minute visit	He did not see any discrepancy in the time records.
Welfare	Youth got in trouble for her journal writings which is unfair and staff read her journal which violates her privacy.	Gang writing requires staff to read journal and this writing is a violation.
Welfare	Staff member treats youth unfairly.	If you feel you are being treated unfairly, speak to a manger on duty ASAP. Contact me again if issue is not corrected.
Welfare	The group is punished when one youth does something wrong and this is unfair.	If staff is treating you unfair, speak to a manager on duty ASAP. Contact me again if the situation is not corrected.
Welfare	People with long hair can use a rubber band and that is unfair. People with long hair should be able to use conditioner everyday too.	Addressing rubber band issue with staff. Conditioner is a beauty item and can only be used as is.
Welfare	Youth is marked down because her hair is not in a bun and that is not fair because she does not have much hair. Staff are unfair to her.	Will address hair issue with staff. If she treats you unfair, talk to a manager on duty ASAP and contact me if it is not corrected.
Welfare	Youth sits in chair sideways because sitting forward is uncomfortable. Staff was rude to her about it and she got in trouble.	The proper way to sit is a rule and must be followed
Welfare	One staff treats other girls better than this youth and it is unfair.	The issue is being addressed immediately
Welfare	Someone keeps erasing the token economy scores. Also on call staff play favorites.	Will have the situation addressed with staff involved.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Two employees treat this youth unfairly.	Will address this situation with the staff.
Welfare	Youth apologized for bad behavior and asked to be taken off LUT.	Taken off LUT and will take off LA if good behavior continues.
Welfare	Staff came in youths room and youth and staff exchanged harsher words which staff said later that youth was cussing.	Staff try to spot problems in advance and resolve them, like in this case.
Welfare	Youth is rude to this youth and would appreciate if staff keep an eye on her.	Will address with staff.
Welfare	Staff member takes other units outside but not this unit regardless if they ask	It was cottage clean-up day and in time. Unit said they went to gym the day before and the day after.
Welfare	Youth is confused by a staff member's instructions and should not receive punishment	Youth will not be punished, and this matter will not be repeated
Welfare	Youth feels that a staff member ignores her and doesn't treat her fairly	Staff has been busy dealing with issue on cottage and will make time to sit and counsel youth
Welfare	Youth is complaining that other girls write grievances about her	This is not grievance, since youth have rights to complain
Welfare	Staff would not let youth outside when it was her turn	Youth is on strategy, so hours are used for discussion and will be monitored by staff
Welfare	Staff member is rude and eats all of the youth's snacks	The staff were told to help themselves to the leftover snacks that were not designated to youth. The staff was not "rude" because they had to repeat directives.
Welfare	Youth was unfairly punished and yelled at	Youth has talked with staff and worked it out
Welfare	Youth is complaining that other youth were not allowed to come in to her room and talk to her	Youth were misbehaving and were asked to step in and youth was allowed to talk 30 minutes after
Welfare	Youth complained that staff was cussing at youth	This will be investigated and addressed if necessary
Welfare	Youth is complaining that staff used inappropriate language at her	The situation is being investigated
Welfare	Youth is complaining that staff is yelling at her	Youth was asked several times to step away from suicidal youth and didn't comply until yelled at
Welfare	Youth is complaining that staff is yelling at her	Staff had to repeat directions several times, and youth did not comply until after she was yelled at
Welfare	Youth is complaining that she was unfairly punished	Youth and group must earn back privileges to go back to school
Welfare	Youth is complaining that a staff member punishes him unfairly	Youth should be up by 6AM, so staff is following directions. This will be discussed with unit supervisor to see if this is an issue
Welfare	Youth is complaining that he must go to his room 20-30 minutes before lunch and he would like to be out of his room	This is done so youth have time to wash hands, use restroom, and have proper clothes

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Youth feels he was unfairly punished	Youth will receive an appeal form
Welfare	Youth feels he was unfairly punished	Youth must attend a hearing to grieve the situation
Welfare	Youth is complaining that another youth is causing him trouble	This will be discussed with unit manager and specified youth will have an eye on him
Welfare	Youth is complaining that staff was rude to him even though he was heading	Youth must give evidence of staff's comments
Welfare	Youth complained that he was unfairly punished	Youth has been having problems ever since he has gone off his medication. Staff was correct in his procedure
Welfare	Youth was not allowed to practice basketball due to stipulations	The principal decided it is more important for youth to be in the GED class than in basketball
Welfare	Youth is complaining that staff cussed at him when trying to help the situation	This will be looked into and youth should not get involved when staff is dealing with other youth
Welfare	The nurse wakes this youth for meds by pulling the blanket off him and tapping him on his hand with her foot.	The nurses try to wake this youth by calling his name but tapping his hand is the only way to wake him up. If the youth wakes by calling his name, they will no longer need to tap.
Welfare	Youth cannot call home because a cell phone number is listed as a home number and the cell blocks the call. Youth wants home number changed so he can call home.	Sent an email to get number change.
Welfare	Youth told that he was to have a GED to go to basketball practice. Youth can only take the GED test if 5 youth can take it and there are only 4.	The youth signed up for the GED class and therefore cannot quit and must do it to continue basketball. Will look into taking the test if less than 5 youth are ready.
Welfare	Youth is being told that he must do a GED instead of a regular diploma. Youth also can't play basketball without GED.	If the youth sign up for something (GED classes), they need to stick w/ it. However, taking the GED is the youth's choice.
Welfare	Youth is complaining that a staff member is always teasing him	The grievance will be denied, since there is no evidence to youth's claim
Welfare	Youth was complaining that he was treated unfairly by staff	Youth was misbehaving and admitted to it. No further action needed
Welfare	Youth feels that his teacher shows favoritism toward football players and is mean to all other kids. Also, he doesn't let kids go to the bathroom and if they do he grades lower.	This teacher jokes w/ all kids (name calling) and this has been stopped - youth are given the opportunity to use the bathroom before and after class.
Welfare	Excessive force was used with youth while trying to get her to remove her shoes.	Youth was the aggressor and the use of force was justified and appropriate.
Welfare	Was pushed into her room.	Youths behavior was out of control, the use of force was appropriate and justified.
Welfare	Youth felt it was unfair when one staff gave permission to be out of rooms, then another contradicted him and sent them back in	Youth had already resolved the issue w/ cottage senior.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	their rooms.	
Welfare	Youth was unfairly treated by staff accusing her of something she didn't do.	Issue was resolved w/ staff involved.
Welfare	Staff member took all of his pictures/drawings and writings off his walls.	Pictures were inappropriate and could be gang related, causing a potential risk.
Welfare	Put in his room because he was waiting for a pair of gloves to clean the unit.	Youth was sent to his room because he was not working at a fast enough pace.
Welfare	Staff member threatens youth with their tier levels.	Youth will have more time to clean the unit if they stop horse playing. Staff member will talk to youth.
Welfare	Was given a minor for having a spring in his pocket that he forgot to throw away after cleaning.	Youth should inform staff so he can protect himself from false accusations. Furthermore, a minor was not reported for this situation.
Welfare	He is a level 3 and had to go down after his shower while level 2 got to come out.	Will look into the situation but will not respond until youth re-writes grievance appropriately.
Welfare	Staff writing false reports = consequences.	Informing all staff that they must inform youth when they give consequences and what the consequence is.
Welfare	Youth felt he did not deserve the MRV because he did not lend his radio, the other youth took it w/o his permission.	Youth has since rec'd his radio back and the MRV stands because staff acted appropriately.0
Welfare	Youth feels that punishing the group for the actions of one is unfair.	When no one would accept responsibility for tampering w/ the video game controller, it is w/in the rights of staff to revoke privileges from the group. This was sustained by the superintendent.
Welfare	Youth felt that staff intentionally embarrassed him in front of his peers by laughing at him.	Youth and staff discussed/resolved the issue and youth was advised that if he wanted to call a lawyer the facility just needs written confirmation of the phone number.
Welfare	Youth felt it was unfair that he was not allowed to work in the kitchen when other youth w/ similar changes are allowed.	Superintendent spoke w/ kitchen staff and they felt they could work w/ this youth and he was allowed to work in the kitchen.
Welfare	Youth feels he is treated unfairly and requests to speak with the superintendent.	Complaint was referred to the superintendent because any response provided by the head group supervisor. would be appealed.
Welfare	Youth feels treated unfairly b/c he was punished for making a noise in class when the teacher doesn't know it was him.	Found that youth is making the noises therefore, grievance is denied.
Welfare	The youth complained that a staff member does not treat him fairly, since he does not suck up	There will be a meeting between the staff member, assistant superintendent, and youth
Welfare	Graveyard staff are too loud and youth cannot sleep	Will instruct night staff to keep volume down and let staff know if the problem continues. It will also be addressed in the team meeting.
Welfare	Staff member changed youth's level because youth was the	Staff is trying to teach youth to be accountable for their actions and to

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	ONLY negative youth in the whole cottage	change their behaviors
Welfare	The youth complained that another youth was assaulted by a staff member and would like to be out of the program	There has been an investigation and the force used by the staff was appropriate. The program for the youth is due to the behavior of the youth.
Welfare	The youth is complaining that she receives harsher punishments than other youth	Staff will discuss with team about being fair and consistent in the next team meeting
Welfare	Youth is complaining another youth is saying rude things to her	Youth must discuss with her staff and it will be discussed in team meetings about being fair and consistent
Welfare	Was given a minor for an incident that occurred two months ago	Does not matter how long ago the violation occurred youth can still be written be written up for it - not enough evidence so it was reduced to an informational report
Welfare	A staff member threatened youth with level because youth was calling for another staff member	Needs more information - will look into matter with unit supervisor
Welfare	Needed a new pencil-staff ignored youth so youth was hitting his window	Staff cannot respond to everyone calls at once, however he will have the unit supervisor discuss the issue with the unit staff
Welfare	Extra food was put on this youth's tray by another youth then this youth was written up	Reducing minor to an informational
Welfare	A staff member is unfair in his punishments	When staff member comes back from vacation they will work this issue out with youth
Welfare	2 Staff members are disrespectful and use the day room as punishment	When staff member comes back from vacation they will work this out with youth
Welfare	Staff took away youth's rec time for punishment	When youth receive consequences for behavior the consequence may occur during rec time or leisure time
Welfare	Received EBT for being in bed too late without a warning	Will make sure wake-up time is done correctly
Welfare	Staff member is using unfair treatment	Put a stop to no day time consequence
Welfare	Not receiving privileges that he should get at his level - staff do not do their job	Staff will be addressed
Welfare	Staff are lazy and don't let youth go to the day room	Will resolve issues with day room time
Welfare	Is not receiving a meal when he sleeps in - would like this rule added to handbook	Will inform staff in charge of maintaining the handbook to add it in
Welfare	Youth is complaining that he was unfairly punished by a specific staff member for talking	The violation stands because of talking on four different dates and not following level 4 behaviors
Welfare	The child complained the he received punishment when he asked a staff member not to touch him	The violation cannot be a grievance. There is an appeal process that must be followed.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	The youth feels unfairly punished for talking to his teacher	The violation has been dropped, but the youth should not be going into class rooms without permission
Welfare	The youth complained that he wants to change cottages because a staff member lied to him about being able to go to dinner.	The staff member said that he did not call names and the youth is being held responsible for his actions.
Welfare	The youth is complaining that staff leaves youth in their cells from after school until dinner almost everyday	The complaint will be referred to the unit manager. The groups will be held during their scheduled time.
Welfare	The youth complained that he did not deserve punishment because he did not disrespect staff	The punishment stands because the youth was angry and disrespectful toward staff for two days
Welfare	The youth is complaining that he was told to clean the gym from tagging even though he didn't do the tagging	The disciplinary review hearing board will decide the proper course of action
Welfare	The youth complained that he received unfair punishment because he asked to sharpen his pencil during testing	The MRV will be dropped and youth will have an early bed time instead
Welfare	The youth is unhappy with his class schedule and wants other classes	The issue will be referred to the school administrator
Welfare	The youth complained that he was unfairly punished for laughing	The punishment stands since the youth was promoting disrespectful comments by laughing at them
Welfare	The youth complained that he is treated differently than other youth by a specific staff member	The staff informed youth that each youth has individual goals to work on
Welfare	Youth complained staff member treats him unfairly.	No action will be taken.
Welfare	Youth is complaining that a staff member made inappropriate comments toward youth.	There is no evidence to support youth's claim.
Welfare	Youth is complaining that he was put on a different cleaning schedule than his group	This is the proper procedure for cleaning
Welfare	Youth is complaining that he received punishment for drawing a picture with blue	Youth may have a hearing to appeal the punishment
Welfare	Youth complains that he unfairly received punishment and feels staff makes inappropriate comments	Staff will look into this issue
Welfare	Youth is complaining that another youth in her group is causing problems because she is communicating with the boys	This is not a grievance item and youth will not be in trouble for another youth's behavior
Welfare	Youth is complaining that she wasn't allowed to help another youth in the bathroom	This is not a grievance item, since it is policy to clear the surrounding area during an emergency
Welfare	Youth is complaining that his snacks are missing.	Staff investigated and believes that youth is lying about the situation.0
Welfare	Youth is complaining that she was denied an EO.	Staff is correct and youth must work issues out with your own staff.
Welfare	Youth feels staff treats her group unfairly.	Each individual and group is treated according to his or her behavior.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
		Staff is holding youth and group responsible to achieve higher expectations.
Welfare	Youth feels he was unfairly punished for talking.	The punishment was fair and will check with staff to make sure all youth get same punishment.
Welfare	The youth feels that he is not treated as well as youth in another unit.	This will be discussed with staff to make sure groups are treated fairly and staff have the right to use consequences and strategies to help youth.
Welfare	The staff treat the level 3 kids better than the other kids and this youth feels it is unfair/unequal treatment, In the dialogue between staff and youth, youth said staff are biased against straight youth (likes gays better).	The level 3 kids are allowed more time out of their rooms because of their level this youth has bias towards gay people as well which may be cause for the grievance.
Welfare	A staff member threatens youth because of their gang backgrounds and is telling others where youth lives.	The staff member was spoken to.
Welfare	Was given a room confinement tray when youth was not on confinement.	The issue will be discussed with staff.
Welfare	Youth received early bed time for putting his pockets back after a search	Youth broke the rules during a search
Welfare	Staff members are playing loud music and talking over the PA system to each other while not responding to youth	Sending out an email to staff about not playing loud music.
Welfare	Youth asked staff to open his room door because he forgot something. Staff refused and said arguing will get a write up	Youth cannot go back to rooms when lining up. However, tension between this youth and this staff will be discussed with both youth and unit supervisor.
Welfare	Staff member is rude and gives EBT's for youth saying "hi" to her	Looking into the matter
Welfare	A teacher is rude and tells the class they are stupid. Youth asked why he is disrespectful and the teacher said it was a stupid question.	Discussed with principal who will address the issue
Welfare	Youth feels he was unfairly punished for using inappropriate language	Punishment stands. Youth has used this work several times and the teacher has heard him
Welfare	Youth wants boys treated as well as girls	Hairstyles follow a policy and having boys follow the same rule as girls is unreasonable and against current policy
Welfare	Youth feels he was unfairly punished, since he was locked out and he kicked the door	His punishment was reduced to an informational report
Welfare	Youth feels offended that a staff member cussed at him	A memo has been sent to staff to make sure all staff allow all youth to shower and staff must be professional

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Youth is complaining that a staff member made a rude comment towards him	This is being addressed with the unit supervisor
Welfare	Youth complained that another youth pored water in his room.	Unfounded, since there is no evidence.
Welfare	Youth is complaining that he was unfairly punished and wants the minor dropped.	The punishment will not be dropped, since youth didn't complete his other option in a timely manner.
Welfare	Youth is complaining that staff will not get his things out of in take.	Issue was resolved and youth received his things the next day.
Welfare	Youth is complaining that he received a MRV for having extra clothes, but he needs them because of medical issues.	Youth will have a hearing to appeal his case.
Welfare	Youth is complaining that staff shows favoritism.	Not enough evidence to prove favoritism to specific youth.
Welfare	Youth feels staff members made sexual comments toward him.	Mental health counselor could help the youth the best. Unit manager will address staff about being professional.
Welfare	Youth complained that a staff member uses inappropriate language toward youth.	This is being taken care of.
Welfare	Youth is complaining that staff used inappropriate language toward youth.	This is being taken care of.
Welfare	Youth complained that he was unfairly punished by staff and was insulted by staff.	This is being taken care of.
Welfare	Youth is complaining that another youth is being harassed by a staff member.	This is being taken care of.
Welfare	Youth is complaining that staff made inappropriate comments toward youth.	Unit supervisor will speak with staff.
Welfare	Youth feels he doesn't get as many privileges as other youth.	An email has been sent to inform supervisor to go to bed at 9pm.
Welfare	Youth feels he was unfairly punished even though he did the T.E.R.	The punishment was given for sexual comments.
Welfare	Youth is complaining that he was not allowed to go back to school.	Youth was not allowed to go back to school because of his behavior.
Welfare	Youth is complaining that a staff member makes inappropriate comments.	This is being taken care of.
Welfare	A staff member is rude and disrespectful and uses profanity.	This matter will be looked into.
Welfare	The lower levels are being locked in their rooms until the upper levels are done with showers.	Will speak with the supervisor and will have the supervisor explain to youth why they need to be locked in their rooms.
Welfare	A staff member is rude and disrespectful.	He will talk to the staff member about being rude.
Welfare	A staff member has kept the youth locked up for 3 days.	The youth lost a privilege and that's why the youth are being locked up.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	A staff member talks gang talk.	He has talked to the staff member about this issue.
Welfare	This staff was rude and disrespectful while asking this youth to move. The youth was told he could stay where he was by another staff.	Both youth and staff agree no vulgarity was used. Staff raised voice to be heard over noise level.
Welfare	Youth complained that a staff member hung up on his mom, will not let him speak to his case worker, and treats him unfairly	Youth has received consequences for inappropriate haircut and traffic violations
Welfare	The youth complained that a staff member doesn't treat him fairly.	There is no merit to this grievance, since youth behaved badly. Staff acted appropriately
Welfare	Youth believes that another youth is making up lies about a staff to get him fired.	The matter has been investigated.
Welfare	Staff is reading youth's journals.	One journal was confiscated because youth are only allowed one not two journals. The journal had gang writing on it.
Welfare	Staff member did not allow this youth to go to school but allowed others to go.	Youth was not allowed to go due to behavior.
Welfare	Youth received a code 2 because she didn't want to talk to staff.	Staff called a code 2 based on youth's behavior.
Welfare	Staff punished this youth and another for the same thing and the other youth got out way before this youth.	Different sanctions may be given to similar behavior.
Welfare	Staff stepped in this youth when another youth in another group got in trouble.	Due to security reasons staff may need to step in others for others behavior.
Welfare	Staff let another youth go to dinner even though she was down for 24 hours.	Youth was not down for 24 hours.
Welfare	Youth is being bullied and teased by 3 group members.	No violation of youth's rights but will have staff monitor the situation more closely.
Welfare	Youth says that the staff is not treating youth with respect.	Youth is on a program for disruptive behaviors where all fun is removed.
Welfare	Youth feels treated unfairly because he and another youth received 2 different meals while on 24 hour no dining.	Is not possible to give all youth same meal. Will ask the kitchen staff to sub the same meal to all youth when possible
Welfare	Youth cannot sleep because the night staff yell on the phone too much.	Sent directive to staff to keep their voices down.
Welfare	Unfair treatment by a staff member. Youth was told to go to his dorm and then was given a zero but he feels he did nothing wrong.	Respondent explained to youth that 10 of his of points are not considered a grievance.
Welfare	Youth is having points removed for "no reason" and was hit by a staff member. Youth told another staff about the incident and nothing was done.	The point reduction was valid and is not a valid grievance. The PE teacher will be supervised to ensure he is providing adequate supervision of youth.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Was accused of something he did not do. He accidentally tripped another youth and was given a IR and was not allowed to go home.	Points are not a valid grievance and the teacher felt the incident should be reported.
Welfare	Staff member put his hand on youth to escort him out of the bathroom. The youth felt it was wrong.	The use of force was justifiable and within policy and training guidelines- no further action will be taken.
Welfare	Was sent to the unit for having candy (that was given to him by another teacher) and the staff member "wrote him up."	There is a different procedure for MRV.
Welfare	Was told by the staff he could play cards, then another staff said he could not.	Staff can allow youth to play cards or watch a movie.
Welfare	Was kicked out of school for talking with female staff.	Youth needs to have better details in grievance- so respondent can properly answer grievance.
Welfare	Was told to go to his dorm- youth gave staff a thumbs up which staff thought was the finger.	Youth was disrespectful to staff and other youth. Youth was counseled for incident.
Welfare	Night staff is loud and she can't sleep.	The issue has been addressed with staff and should no longer be a problem.
Welfare	Graveyard staff is too loud and youth cannot sleep.	This issue has been addressed with staff and should no longer be a problem.
Welfare	A staff member at night is too loud and she can't sleep.	This issue has been addressed with staff and should no longer be a problem.
Welfare	Was not allowed to go to school.	Youth was trying to aggravate the other youth and youth was removed in order to resolve the situation.
Welfare	Staff member started taking her things out of her room because she had too much stuff and was given a MRV.	Charges were dismissed and things were placed in to youths contraband.
Welfare	Youths lip gloss and chap stick were taken away because other youths were caught passing notes in the container.	Items were placed into contraband and youth can use them several times a day during scheduled desk calls.
Welfare	Couldn't do her 10 minutes of personal time because girls would not turn off their lights.	5 minutes later youth were allowed to have personal line- resolved with staff.
Welfare	Was yelled at for not being caught up when she was.	Youth did not receive any consequences despite her comebacks and attitude towards staff.
Welfare	Was not allowed to eat dinner in the dining hall because she talked when she wasn't supposed to.	Received dinner- had a discussion with staff and the issue was resolved.
Welfare	Resident complained that he was falsely accused of stealing another resident's shirt.	There was conflicting information therefore the incident was changed to indicate that one youth borrowed another's shirt.
Welfare	Youth complained that a staff member was making inappropriate	Suggestions were made about where to seek assistance and how to deal

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	jokes and was concerned about re-offending when released.	with drug cravings.
Welfare	Youth complained that other youth were taking too long to clean and youth wasn't allowed to do any activities until then.	This is not a violation of youth's rights.
Welfare	Youth stated that staff "threw in her face" that she was suicidal and hateful.	Staff responded that youth was on suicide watch and has been on suicide watch before and staff are not out of line to say that you are hateful, suicidal or "not their boss."
Welfare	Youth complained that she was put on suicide alert because she accidentally cut her finger.	Based on history, youth will be put on suicide alert/watch for the slightest reason.
Welfare	Youth is complaining that a staff member is telling other youth that they should not talk to complaining youth.	Staff did tell youth not to talk to you while on suicide alert/watch in order to prevent youth from saying harmful things.
Welfare	Youth is complaining that a staff member will not talk to her while she is on suicide watch.	Staff did come and speak with youth after she calmed down.
Welfare	Female youth complained that a group member reached over and grabbed a male youth in an inappropriate manner.	This issue should be reported to staff and is not a violation of youth's rights.
Welfare	Youth is complaining that other group members are always telling youth what to do.	Group members are supposed to help youth through orientation.
Welfare	Youth complained that a group member reached over and grabbed a male youth in an inappropriate manner.	This issue should be reported to staff and is not a violation of youth's rights.
Welfare	Youth is complaining that she didn't get enough homework when she was out of school.	Staff will make sure youth is provided with more work next time she is removed from school.
Welfare	Youth complained that staff would not give her clean sheets/towels.	Youth was on confinement at the time. Youth received sheets/towels later and another youth used them instead of complaining youth.
Welfare	Youth was complaining that staff was telling other youth that complaining youth was gang raped, and youth wasn't.	It will be investigated and appropriate measures will be taken if substantiated.
Welfare	Youth is complaining that staff was looking at her and made her feel uncomfortable.	Staff was checking if youth's pants were too tight and staff looked at other youths' pants too. Staff did not make any lewd remarks or gestures.
Welfare	Youth is complaining that staff confiscated her pants because of zippers on her pants, and said they were too tight.	Pants with zippered pockets are not allowed.
Welfare	Youth is complaining that staff was making smart remarks toward her.	Staff should be more aware of what they say, but it is not a violation of youth's rights.
Welfare	Youth complained that staff was treating her unfairly.	This will be addressed with cottage staff.
Welfare	Youth complained that staff kicked her out of the dining hall for no reason.	Youth was rude to dining hall personnel and therefore put on dining hall restriction.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Youth complained staff was looking at youth in a way that made her feel uncomfortable.	Youth's group was wearing pants too tight, and staff was checking out the whole group. Staff did confiscate the pants because they were too tight.
Welfare	Youth is complaining that staff would no allow her to bring a pencil during dinner time.	Pencils are not allowed during dinner time.
Welfare	Youth is complaining that staff accused youth of lying and cussed at her in front of others.	The matter will be investigated and appropriate measures will be taken if substantiated.
Welfare	Youth complained that staff cussed at her.	The situation will be investigated and appropriate measures will be taken if substantiated.
Welfare	Youth complained that staff gave her a MRV for something she didn't do.	Youth was accused of trying to get the metal window frame off to hurt herself while she was on suicide watch. Youth received additional consequences for the window frame.
Welfare	Youth is complaining that another group member acts out, doesn't receive consequences, receives special attention, and complaining youth doesn't get to do a lot of activities because of it.	The program is designed for individual programming/sanctions.
Welfare	Youth is complaining that another group member acts out and does not receive consequences. The other group member receives a lot of attention.	The program is designed for individual programming and individual sanctions.
Welfare	Youth complained that he was trying to help another student and then was removed from class.	Youth was supposed to go to class until youth started calling staff names in the hallway. Staff removed him due to the comments.
Welfare	Youth complained that another group member hit youth in the back with a rock while on a walk.	The other youth claimed that it was accidentally kicked. Staff will be more aware during those types of activities.
Welfare	Youth complained that staff would not let youth leave until staff says so.	Release dates are a result of treatment teams and assessment meetings and are not up to one particular staff. This is not a violation of youth's rights.
Welfare	Youth complained that her cottage is not doing any activities due to the number of girls acting out.	This is not a violation of youth's rights. There is no extra staff to compensate.
Welfare	Youth complained that another group member tried to fight her and she didn't receive enough consequences.	Youth has been transferred to another cottage to alleviate your concerns for youth's safety.
Welfare	Youth is complaining that her group is constantly being sent to their rooms for no reason and she feels like she is being punished.	Staff was dealing with crisis situation, but the problem should be resolved.
Welfare	Youth complained that youth took time out at school and staff returned youth to cottage instead.	Staff returned youth to cottage due to youth's recent behavior and issue was resolved with staff later.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Youth complained that she was kicked out of group meeting because youth made fun of another girl who youth thought was lying.	Getting removed from the meeting was not a violation of youth's rights.
Welfare	Youth complained that staff is always picking on youth.	Youth talks back to everyone and youth was allowed to go to school that day. Youth had to eat breakfast on cottage, since she was not ready to go to the dining hall.
Welfare	Youth complained that staff was rude to her.	When youth was asked to explain she could not. This is not a violation of youth's legal rights.
Welfare	Youth complained that a staff member would not allow youth to cool off and told him to shut up.	A meeting was made with the staff member, and staff member's response was appropriate to the incident, and youth understood staff's point of view.
Welfare	Youth complained that a staff member gave him a grade and didn't write it up.	There was a write up of the grade that youth signed. No change will be made to youth's grade.
Welfare	Youth complained that he received an IR form for no reason, and staff did not follow proper procedure.	The IR form will be expunged from the records.
Welfare	Youth is complaining of receiving two negative entries by a counselor.	Youth was remorseful and will act responsibly and be held accountable.
Welfare	Youth complained that a staff member repeated a derogatory remark.	Staff disputed claim, stated youth was acting inappropriately, and youth received a negative chronological entry.
Welfare	Youth complained that a staff member was treating him unfairly.	No action will be taken, since there are no incidents indicating youth's complaint is true.
Welfare	Youth is complaining that group members are acting out and not getting serious consequences.	This is part of the operations and security protocols of this facility. The level of consequences has changed since youth was last here.
Welfare	Youth complained that staff kicked her feet during a search.	Staff was following policy, since youth did not cooperate and feet need to be a certain distance apart. No pain or injury was caused.
Welfare	Youth complained that staff take her points away for nothing.	It was discussed today and youth is no longer on point program.
Welfare	Youth complained staff was talking to her like she was stupid.	Nobody was insulting, abusive, or used profane language. Youth will speak with staff and resolve this issue.
Welfare	Youth complained that a staff member sprayed her with Windex, and the counselor has not acted on the complaint.	The counselor did not witness the incident, but did speak with offending resident.
Welfare	Youth complained that a counselor acted inappropriately and used vulgarity towards the residents.	Counselor will be admonished, counseled, and warned. Counselor will be terminated if further events of this nature occur.
Welfare	Resident voiced a concern about being treated with disrespect by a counselor.	Counselor and Resident both received counseling. Resident admitted to behaving inappropriately.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Youth complained that staff disrespect youth and treat her differently due to past charges.	Youth is not allowed to go off grounds due to running or escaping facilities. This doesn't violate youth's legal rights.
Welfare	Youth complained that staff kept sending her group into their rooms. Youth claims that staff doesn't like her group.	Staff does not dislike any particular group. Being sent to their rooms is a security issue and doesn't violate any of youth's legal rights.
Welfare	Youth complained that she was not allowed to go to the dining hall.	Staff monitor conduct in dining hall and if inappropriate or a violation of rules then its policy to remove youth from dining hall. This isn't a violation of youth's legal rights.
Welfare	Youth complained that staff sends her group to their rooms because staff doesn't like her group.	Staff does not dislike any particular group, but they do respond to having directives defied and challenged constantly. Being sent to youth's rooms is a security issue and doesn't violate youth's legal rights.
Welfare	Youth complained that staff makes youth dress appropriately all day long and youth wants to wear sweats and slippers like another cottage.	Cottages aren't allowed to wear slippers to dining hall unless they are on run risk, this will be corrected on all cottages.
Welfare	Youth complained that staff would not allow her to go to the dining hall, and youth claims she wasn't violating rules of conduct.	Staff monitors conduct in dining hall and if it is inappropriate, it is policy to remove youth from dining hall or restrict them from coming to dining hall. Not being allowed to go to dining hall doesn't violate youth's legal rights.
Welfare	Youth complained that staff would not allow youth to go to school or to work in the kitchen.	Youth was not allowed to go because she was caught writing notes and continually denied it. Youth became argumentative and belligerent.
Welfare	Youth complained that staff read her journal, confiscated drawings and pictures.	Staff will confiscate items that are deemed inappropriate and compromise the confidentiality of others. Youth advised to speak to cottage senior about what was inappropriate.
Welfare	Youth complained that staff were talking about her.	Staff talks about youth all the time. As part of youth's treatment team, staff discusses youth's behaviors and progress continuously. This doesn't violate youth's legal rights.
Welfare	Youth complained that staff threw all of youth's stuff around during a room search.	Assistant Supervisor will speak with staff about the proper way to search rooms. Items will be moved around and this doesn't violate youth's legal rights.
Welfare	Youth complained her personal papers and clothes hangers were confiscated.	Removal items may pose security risk and is not a violation of youth's legal rights.
Welfare	Youth complained that staff took her pants and marked her initials in the pockets.	Youth have stolen pants and ripped off the tags in the past, so staff are marking initials in the pockets so youth don't lose pants.
Welfare	Youth complained that staff threw youth's stuff around during a room search.	Assistant supervisor will speak to staff about the proper way to search rooms. Items will be moved around. This is not a violation of youth's rights.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Youth complained that staff is provoking her by turning on room light.	Youth understands that lights have to be on during the day and issue has been resolved.
Welfare	Youth complained that staff provokes her on purpose by turning on light and locking the door.	These are security measures and may aggravate youth, but are not intentionally designed to provoke youth.
Welfare	Youth complained that staff was provoking her by locking her in her room. Youth complained staff member looked in her window and youth may "have been dressing".	This isn't a violation of youths right.
Welfare	Youth complained that staff was being disrespectful towards youth because they were talking about eating a crab salad and this is disrespectful to the youths gang.	This is not a violation of youths legal rights.
Welfare	Youth complained that staff wouldn't call her mom.	Youth spoke with her mom two days earlier. Youth has asked everyday for some type of phone call so youth "can get out of here".
Welfare	Youth complained that staff provokes her because of the way he "comes at people" and eats in front of the youth.	Staff has to eat on cottage since he is monitoring youth for behaviors and room conveyances.
Welfare	Youth complained that staff provokes her by his comments.	Youth states that it really provokes her.
Welfare	Youth Complained that staff said "shit" and promised to lock youth up if she acted up.	Youth stated that she called staff a "slas" and that was a gang reference.
Welfare	Youth complained that staff would not let her go to school.	Youth was on room confinement because youth packed up her stuff and said she was going to go back to Las Vegas. Youth had to be stopped by staff at door.
Welfare	Youth complained that a staff member would not let her get a call from her mom.	Youth is allowed one call every week and youth has spoken to mom 2 times already.
Welfare	Youth complained that staff placed you on suicide alert.	Youth is not on suicide alert, but staff is being careful and are aware of things going on during their shifts. Youth are being monitored closely since youths cottage are on room restriction.
Welfare	Youth complained that staff called code on youth at school for walking out of school without permission.	Youth states that staff should not be allowed to provoke youth like that.
Welfare	Youth complained that staff "tested her" and provoked her.	Youth "lost control" and had too be physically restrained.
Welfare	Youth complained that staff was being loud while youth was trying to sleep.	The rest of youth were on room restriction were being loud so staff was talking over them.
Welfare	Youth complained that staff doesn't listen to youth when she tries to express her feeling.	This is during youths cognitive restructuring program and does not imply that staff does not care. It shows youth new ways to change thinking.
Welfare	Youth complained that staff was staring at her butt.	Staff was looking at you because you and your group members were

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
		wearing tight pants and they were confiscated when youth returned to cottage.
Welfare	Youth complained that staff was being disrespectful.	Youth admits that her and her group had defied staff directions.
Welfare	Youth complained that a staff member is always rude and keeps her back from school.	This is not an issue since staff member no longer works there.
Welfare	Youth complained that staff placed youth on AIP for no reason.	Youth is no longer on program and was placed only due to her behavior.
Welfare	Youth complained that staff opened her door while her changing sign was up and she was in her underwear.	Staff wanted to make sure that she does not hurt herself, since youth was being belligerent. Protocol regarding males in girl cottages have been changed.
Welfare	Youth complained that staff are monitoring her at all times and asked for her bra and underwear.	Youth was on suicide watch due to attempts to hurt herself. This is a new protocol. Staff must keep youth from hurting herself.
Welfare	Youth complained that cottage was on room restriction and special program due to behaviors shown.	Youth's treatment team identified youth as one of the people that needed to be on this strategy. Some group members may come off by end of the week.
Welfare	Youth complained that a group member was threatening her.	Youth has been transferred to another cottage, so issue has been resolved. Youth can't remember the girl who threatened her.
Welfare	Youth complained that a staff member threatened to move her to another cottage.	Moving cottages is not a violation of legal rights.
Welfare	Youth complained that her group was treated differently by staff during a weekend deep cleaning project.	Groups receive certain treatment based on established trust. Staff members at the groups cottage will be informed about equal treatment.
Welfare	Youth complained that a staff member said, "she turned tricks". Youth states that this is not true and now everyone thinks it is.	Staff has been advised to refrain from comments that could be considered "rude".
Welfare	Youth complained that staff are excessively loud at night.	Staff will be spoken to about the noise level.
Welfare	Youth complained that they were not given enough time to eat.	Youth are given 20 minutes to eat, on that particular day the time had to be cut short due to scheduling issues. This is not a reoccurring problem, but if it happens again please tell staff.
Welfare	Youth complained that staff raise their voices and are disrespectful with group members.	Staff is not being "disrespectful" and the youths group has been on room restriction due to continued negative behaviors.
Welfare	Youth complained that she was not allowed to have pajamas to sleep in.	Youth earn points for positive behaviors; pajamas are a reward for pos. behavior. Jumpsuits must be worn to bed until points are earned to wear pajamas.
Welfare	Youth complained that he received an early bedtime for having socks on his bed.	Staff said it was more than that and his room was not clean at all. Youth received 1 hour room time for not cleaning his room.
Welfare	Youth would like a male staff members to keep working in their	Male staff were removed from female cottage as part of an

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	cottage.	administrative decision for operational reason.
Welfare	Youth requested a certain staff member to speak with and was denied request.	Youth was denied request because facility was in lock down due to a "run".
Welfare	Youth stated that she could not sleep due to staff frequently turning on and off lights and the door alarm sounding.	Staff were conducting frequent bed checks due to two youth running away.
Welfare	Youth complained that a certain staff member was being mean and that she did not like her attitude.	Staff and youth are on better terms and getting along, the issue has been resolved.
Welfare	Youth would like a specific male staff member to be allowed to work in her cottage.	All male staff members have been removed from female dorms for administrative issues.
Welfare	Youth complained that a certain staff member is rude and disrespectful.	Legal rights were not violated, youth wrote a disrespectful not to the staff member in question.
Welfare	Youth claims that a staff member mispronounces her name on purpose.	This is not derogatory and does not violate her rights.
Welfare	Youth would like a specific male staff member to be allowed to keep working in her dorm.	Male staff are no longer allowed in female dorms due to administrative issues.
Welfare	Youth would like male staff to be able to work in her dorm.	Male staff are no longer allowed in female dorms for admin purposes.
Welfare	Youth claims that a certain staff member shows favoritism to another youth.	Staff was counseled on the issue.
Welfare	Youth complained that a specific staff member was treating him unfairly	The incident in question was caused by the youth's non-compliance. Youth wrote an apology to the staff member.
Welfare	Youth requested that a check be cut and he did not receive it.	Staff checked the logbook for check requests from this youth. None was filed. Youth was told to file another request and a check was given to him.
Welfare	Youth stated that they have not received their monthly check after requesting it.	Staff said they did not receive a check request. Youth will be asked to fill out another request and check will be issued.
Welfare	Youth complained that his locker has been broken into 3 times and that staff have done nothing to help.	The youths lock has been replaced and the items stolen will also be replaced.
Welfare	Youth complained that the waist on his pants busted and that a specific staff member gave him another pair that were too tight so that he would be humiliated.	Staff will speak to the laundry crew to get another pair of pants for youth.
Welfare	Youth complained that he was put on room confinement based on a lie and while on confinement, snacks were stolen from his locker. He is requesting a dorm change.	Youths stolen items will be replaced and a dorm change request was received.
Welfare	Youth requested a pair of socks and they were denied when other	Youth was denied socks because he is an exceptional run risk. Socks

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	youth on run risk are allowed socks.	were issued the next day.
Welfare	Youth complains that he was falsely accused of calling someone (staff) a hoe. He was sent to detention and it was not fair.	Youth does not wish to pursue grievance since he was not graded down for the incident.
Welfare	Youth claimed that staff would not allow him to wear a gold cross that was given to him.	Staff take all youths jewelry and place it in a lock box until youth leave center.
Welfare	Youth complained that a staff member used profanity and made fun of him.	Staff denies this charge and has no history of cursing or ridiculous the youth.
Welfare	Youth would like to have his roommate moved out.	Both youth agreed to work out their issues with each other.
Welfare	Youth states that staff in general are rude, treat her group differently, pick on her and tell others people about her charges.	Staff will be spoken to about keeping peoples charges a secret. Groups are treated different based on behaviors and strategies.
Welfare	Youth claims a certain staff member kicked her door to wake her up and was disrespectful to their group.	This matter will be discussed with the staff.
Welfare	Youth states that a particular staff member shares confidential information with other youth and glorifies drugs.	The superintendent spoke with the staff and this person was instructed not to share personal information regarding her own drug history and will be careful not to reveal information about youth to their peers.
Welfare	Youth complained that specific staff members are disrespectful to her and her dorm. Youth also claims that dorms are divided by race.	Staff mentioned have been counseled on respect issues address the issue of dorms being separated by race will be investigated.
Welfare	Parent feels her daughter is treated differently because of her previous complaint as well as her charges. She is also concerned for her safety.	The facility explained any activities that were seen as treating this youth differently and also had a counselor speak to the parent about her daughter and offer strategies to help her complete the program.
Welfare	Youth feels that staff tries to aggravate her and treat youth with favoritism. Specifically she names one staff member.	Administration facilitated a meeting with youth and staff to resolve conflicts to eliminate the problem.
Welfare	Youth would like the air conditioning turned down or off in the visitation room because it is too cold.	Air conditioning is regulated by other areas of the facility and is not possible to adjust. Please use outside visitation area if you are too cold.
Welfare	Youth does not like spending so much time in his room after class.	Youth are placed on structured schedules that include activity times and room times.
Welfare	Youth states that his mail was opened when he received it and a poem was taken away and not given back.	The mail was opened when it was delivered and is monitored for inappropriate content and the poem was inappropriate.
Welfare	Youth states that he was not given enough time to get ready for PT in the morning.	Youth knows the morning schedule and should be ready on time, plus flooding his toilet will not help him get what he wants.
Welfare	Youth states that he was given a punishment for something that was not his fault.	Youth did not receive punishment and is applauded for how he handled the situation.
Welfare	Youth states that their punishment of no dayroom time was given	Youth must run not walk for 20 minutes during the PT program. Youth

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	for an unfair reason.	did not do what was directed and therefore lost dayroom privileges.
Welfare	Youth states that a certain staff member cusses at him and has also thrown his packages on the ground.	The youths claim can not be substantiated but the staff member in question has been assigned to a conflict resolution course.
Welfare	Youth complains that he was given a punishment for something he did not due and that staff cuss at him.	It can not be substantiated that staff cussed at youth and the punishment is being investigated.
Welfare	Youth complained that her journal was taken away from her and not given back, but everyone else got to keep theirs.	Youth can keep her journal but is not allowed to share the content with others and that is why hers was initially taken away.
Welfare	Youth complaint states that it is unfair to be brought out of a group for not being prepared.	Youth are required to be prepared for group work.
Welfare	Youth states that he was not allowed to get a phone call from his mom on his birthday.	Youth are only allowed one phone call per week and he had already had a phone call from his mother.
Welfare	Youth would like to know why she was sent to her room.	Youth was sent to her room for inappropriate behavior.
Welfare	Youth states that a certain staff member is rude and curses at the youth.	The claim was investigated and could not be supported.
Welfare	Youth states that a staff member looks at him weird in a gay manner.	Being looked at strangely is not a violation of youths rights.
Welfare	Youth was denied his request for cocoa butter.	Staff was new and not aware of the policy for supplies being handed out to youth.
Welfare	Youth states that he asked for a new shower basket and was not given one.	The shower baskets had to ordered and youth has since received one.
Welfare	Youth would like to know what is wrong with her hairstyle.	The issue has been resolved.
Welfare	Youth states that a staff member is grumpy because they are not taking their breaks.	Staff are allowed breaks whenever needed.
Welfare	Youth does not want to move to a different cottage.	The issue has been resolved and youth was not moved.
Welfare	Youth feels uncomfortable with racial comments in a movie shown in class.	Youth was spoken to about issue and given option not to watch the education movie.
Welfare	Youth says that a counselor was rude to him after he requested to see the nurse.	The counselor never gave the youth a rude comment or incident report. Both parties were counseled on the issue.
Welfare	Youth believes he was wrongfully punished for pushing in line because the incident was an accident that followed a staff directed move of the lunch line.	Youth has been informed and marked down for using force in an inappropriate manner.
Welfare	Youth flooded their dorm and the staff on duty did not take away any privileges for doing so but the next staff on duty made them stay in their rooms. Youth believes this is unfair.	If no punishment was given by staff on duty they should not have been on room confinement.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Welfare	Youth claims that it was unfair to receive a minor rule violation for his lack of participation in PT time.	Youth is aware of the rules that state during PT they must run the whole time not walk and then run.
Welfare	Youth is requesting to have his mental health board review moved up based on good behavior and date of in processing.	Youth needs to file a request with the mental health counselor.
Welfare	Youth would like to be able to go outside for recreation time and say the staff refuses to let them.	All youth are on summer schedules that due to the heat may not allow them to go outside.
Welfare	Youth complains that it is not fair to have to sit in their rooms if they do not have recreation time.	Youth are on summer schedules and may not be able to go outside due to the heat.
Welfare	Two staff members try to provoke youth and threatens youth.	Youth withdrew grievance on 3-29-07.
Welfare	Youth complained that staff closed youth's door and almost got her finger. Youth wants staff removed from her cottage.	Staff did not hurt youth's finger. Staff will not be removed from cottage.
Welfare	Youth complained that staff was provoking youth by making comments.	During interview, youth stated she was getting mad at staff but couldn't remember what them said.
Welfare	Youth said that staff cussed at her.	Staff admits calling the youth a cuss word and staff repeated what was said to her.
Welfare	Youth complained that staff splashed water on her.	Staff was washing her hands and accidentally splashed youth
Welfare	Youth complained that staff confiscated some parents and they showed them to other staff.	Cottage senior will address issue.
Welfare	Youth's group was not given enough time to eat.	Assistant Superintendent will check into the incident
Welfare	Staff member sent youth to his room for not doing his school work when he was on school break.	This is not a violation of legal rights.
Welfare	Staff member was looking at her butt.	Staff was looking at youths clothes because she was wearing 2 sets and this is not allowed.
Welfare	Staff favor some youth and not others due to past behavior.	It is not favoritism it is caution and extra awareness.
Welfare	Staff forced youth to participate in an activity or they would have an EBT.	Youth just assumed it was required or EBT. Unsubstantiated.
Welfare	Staff refused to answer a question for the youth.	Staff was busy at the time and youth gave him attitude.
Welfare	Staff refused to let youth go to lunch without telling youth why.	Will instruct staff to tell youth the reason.
Welfare	Youth complained that she is always picking on youths group.	Cottage senior staff will address the issue and resolve problems.
Welfare	Youth complained that another youth was making sexual advances toward her.	Youth has been transferred to another facility.
Welfare	Youth complained that another youth is making sexual advances toward her.	Youth has been transferred to another facility.
Welfare	Youth complained that a male staff saw her changing clothes.	The incident was an accident, and male staff are present on cottage due

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
		to the number of youth acting out.
Welfare	Youth complained that other peers are threatening her and she feels unsafe.	Staff are aware of the situation and will monitor closely.
Welfare	Youth complained that staff does not treat her group fairly.	Cottage senior will address staff and activities are based on behavior shown.
Welfare	Youth complained that a staff member is always putting him down, does not help him, he changes directives, and is not interested in working with youth.	Staff was instructed to make more of an effort to address youths issues.
Welfare	Youth complained that she was not allowed out of her room.	Youth is on strategy and may come every other hour due to behavior. Youth is allowed out based on behavior at the time.
Welfare	Youth wants staff transferred to another cottage because she is a bitch.	Staff assignments are not a violation of youths rights.
Welfare	Youth said that staff was monitoring her in the bathroom.	Staff is supposed to monitor youth while they are in the bathroom. This is nothing inappropriate about the incident.
Welfare	Youth complained that staff threatened youth with early bed if they did not participate in activities.	Youth can not receive consequences for not participating in activities.
Welfare	Youth said that staff gave her a dirty cup. Staff replaced with an even dirtier cup.	The issue will be investigated. Staff will check cups before they issue them to the youth.
Welfare	Youth said that male staff was speaking to female staff while the youth were in the shower.	Nothing inappropriate occurred, the matter has been addressed and resolved.
Welfare	Youth complained that another youth didn't receive as severe consequences as she should have.	Consequences are based on a number of factors but youth can't dictate or recommend consequences.
Welfare	Youth said that other youth were loud while she was on the phone. The staff said "excuse me" since youth are not supposed to scream at other youth.	This is not a violation of youths legal rights.
Welfare	Youth said that staff would not allow youth to step out of her room and then would not explain why.	Staff will explain to youth the reasons why they are receiving consequences.
Welfare	Youth complained that staff accused youth of having gum in her room and youth said she did not. Staff told her to shut up and park it.	Staff will find other ways to tell youth to be quiet instead of telling them to shut up. This is not a violation of youths legal rights.
Welfare	Youth said that staff accused her group of lying.	Youths group received a lecture about lying and there is no violation of youths legal rights.
Welfare	Youth complained that staff made youth wait to use the bathroom, since group had to be sent to their rooms for behavior	Youth was allowed to use bathroom when she came out of her room.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	issues.	
Welfare	Youth said that staff is not treating her group the same as the other group	Cottage senior will address the staff about the issue. The activates are based on behavior shown.
Welfare	Youth said that staff teased youth about having a "hickey" on her neck. Youth was pinched by another youth as part of a game.	Staff was teasing about the "hickey" and pinching others is not allowed even if it is part of a game.
Welfare	Youth is complaining that staff gave her a dirty look and would not let her come out of her room.	This is not a violation of youths legal rights.
Welfare	Youth filed a grievance because she tried to resolve an issue with staff about getting out of her room and a GHS told youth to speak with staff about it.	This doesn't violate youths legal rights.
Welfare	Youth filed a grievance because she was not allowed to go to dining hall for lunch and not allowed to call her P.O.	Youths P.O. is not in the office on weekends and youth behavior dictates whether youth will go to the dining hall.
Welfare	Youth complained that she was not allowed to call her P.O.	The P.O. was not in the office after 5pm and staff will contact P.O. on youths behalf.
Welfare	Youth complained that staff would not give youth any clean blankets.	All the blankets are cleaned once a month, and youth will be given clean blankets today.
Welfare	Youth said that staff was not honest about an incident that occurred last week in her written statement.	Youth can not grieve about somebody's written statement and does not violate legal rights.
Welfare	Youth said that staff was talking to another staff about youth and youth wants their paychecks reduced.	During the interview, youth claimed that she can't remember the incident.
Welfare	Youth complained that staff didn't wake youth up in the morning so youth was in room until 12pm.	Staff said they tried to wake youth up and youth remember them trying to do so.
Welfare	Residents call youth by a girls name (his daughter's name) and it is upsetting him.	Youth counseled and conflict resolution discussed.
Welfare	Staff member gave an unfair punishment to youth.	Youth discussed that he messed with staff member on purpose. Youth acts out because of frustration. Youth counseled.
Welfare	Staff gave youth an unfair punishment even though youth lost temper and ripped his own shirt.	Counseled resident. Staff gave fair punishment for not following directions.
Welfare	Staff member belittles youth and makes youth feel low.	Matter was investigated.
Welfare	Youth has problems with a peer and is requesting that staff facilitate a meeting between the two	Youth refuse to speak to one another so staff counseled them both regarding conflict resolution and appropriate boundaries.
Welfare	Youth claims that a peer is making sexual comments to him and about him.	Youth were counseled regarding boundaries and solving issues.
Welfare	Youth complained that staff was speaking inappropriately to her	Staff member was moved to another unit until the issue is resolved

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	about "hoes" and then was treated unfairly after reporting him	
Welfare	Youth complained that a staff member yells, degrades, and cusses at youth.	Interviews will be done with specific staff member and other staff regarding complaint.
Welfare	Parent states that they were told to arrive at the hospital at 9am to meet with the treatment team and they were not seen until 1220pm.	Parent was told that facility does not give times and that they must wait until called.
Welfare	Youth complains that staff make rude comments like calling him a liar, manipulator, and dirty sex offender.	Supervisors will speak with staff and decide on best approach to correct unwanted behaviors.
Welfare	Youth was overheard saying she was kissed by a staff member.	Staff member on administrative leave. Incident reported to metro.
Welfare	Inappropriate sexual interaction between male staff and female patients.	The list of concerns sent to acting supervisors higher up chain of command.
Safety	Youth is complaining that staff put their hands on her	Staff put their hands on youth to get her in control after youth slapped other youth, screamed, and cussed
Safety	Youth feels unsafe because blankets used for fire drills are old, worn and have holes in them.	New blankets have been ordered and the old ones will be phased out.
Safety	Youth states that her roommate touches her inappropriately and makes sexual comments to her.	Currently under investigation and youth has been moved to a different room and will be kept separate from each other.
Safety	A staff member grabs his privates.	Discusses the situation with youth and sent information to CPS for further investigation of misconduct.
Safety	Male staff member walked in her room when she was putting her shirt on.	Nothing inappropriate occurred - Staff did not look into her room just simply took the obstruction off the window.
Safety	Youth states that a teacher threatened him and sprayed his face with Windex.	Although youth was at least 3 feet from the teacher and the teacher was being playful it is inappropriate and should be addressed by the principle. Allegations of threats were unsubstantiated.
Safety	The youth is complaining of threats by another youth	Staff will monitor the situation and will be discussed in assessment meeting about the possibility of moving the youth to another cottage
Safety	A youth complained that another youth sneaked into her room	The staff will look into this and appreciates the youth making the staff aware.
Safety	Youth complained that a staff member choked her	Youth was not choked and was able to scream and cuss
Safety	Youth complained that staff put her hands on the youth.	Officer will speak with staff member about using de-escalation skills.
Safety	The youth is complaining that she wasn't given a personal and she was violated by a staff member.	Not pursued, since youth stated that she made these comments out of anger.
Safety	Youth have to call staff numerous times before anyone comes	He will talk to the unit supervisor and make sure the buttons are working
Safety	Youth is complaining that staff doesn't answer the bell when	Youth rings bell to antagonize the staff

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	youth rings it	
Safety	The youth is complaining that he is afraid for his safety on his unit, since no one likes him.	Youth will be moved to medical segregation because youth faces harassment due to his sexual preference.
Safety	Youth is complaining that he is sexually assaulted every day, and he doesn't have opportunities to play Play Station 2.	The youth will be put into medical segregation for his safety.
Safety	Youth is being sexually harassed by another youth.	The youth will be placed in medical isolation and youth may be instigating these claims.
Safety	Youth complains that staff ignore youth, try to fight with youth, and deny them showers.	All staff are trained and any physical contact is planned and done carefully, also showers are only denied due to behavior problems.
Safety	A teacher told this youth he was going to "shed his blood." Other youth witnessed this.	Teacher counseled on comments not appropriate
Safety	Youth is complaining that another youth is threatening him.	Threatening youth will be watched by staff.
Safety	Youth complained that her mechanical restraints were too tight.	Supervisors will double check proper application of restraints.
Safety	Youth complained that her journals were taken out of her room when she was on suicide alert.	Youth was allowed to keep 1 journal, while the other was put in contraband.
Safety	Youth is complaining that another group member is always threatening and trying to provoke youth.	Staff will increase awareness about cottage assignments and placements within the program.
Safety	Youth complained that staff threatened to drag youth by her hair.	This matter will be investigated and appropriate measures will be taken if substantiated.
Safety	Youth is complaining that staff is not strict enough to the girls on her cottage.	Staff will be made aware of the fact that the other are intimidating the youth.
Safety	Youth complained another youth was threatening her and putting stuff in her room.	Staff will be advised to be more aware of any possible situations.
Safety	Youth complained that staff was making sexual comments toward him.	Youth denies writing this complaint and staff will investigate who wrote complaint.
Safety	Youth was allegedly slapped twice by another resident and then unfairly punished by staff for the resulting incident.	Youth's complaint has conflicting information. Staff involved acted in an appropriate manner to handle situation.
Safety	Resident states that another resident hit him on two separate occasions on the same day.	Both residents involved in the complaint were formally counseled.
Safety	Resident claims that his life was threatened by another resident.	Both residents involved were counseled and conflict was resolved.
Safety	Resident states that a resident watches them too closely when they shower and change.	Accused resident was given verbal counseling. Complaint could not be substantiated.
Safety	Youth complained that another youth was making sexual advances.	Youth states issue has been resolved and particular youth is on strategy in her room. Local police dept. is investigating.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Safety	Youth complained that another youth was touch her in an inappropriate manner.	This issue has been referred to local law enforcement and is under investigation.
Safety	Youth complained that another youth was talking back to her and cussing at her.	Issue has been resolved as that particular youth is no longer here.
Safety	Youth Complained that another youth grabbed her arm and cussed at her.	Staff are being more aware of her behavior and will monitor issues between two youth.
Safety	Youth complained that another youth cussed at her and tried to hit her.	Staff are being aware of her behavior and will monitor issues between two youth.
Safety	Youth complained that another youth cussed at her and aggravates her.	Staff are being more aware of her behavior and will monitor issues between two youth.
Safety	Youth complaining that another youth aggravates her.	Staff are being more aware of her behavior and wil monitor issues between the two youth.
Safety	Youth complained that a staff member tried to smash her hand in the bedroom door after a disagreement.	Youth was arguing with staff, flinging door open and hitting the staff member.
Safety	Youth complained that staff would not give her the bed frame and that she had to sleep on the floor like a dog.	Youth was picking up furniture and slamming it around the room about 20 times. The furniture was removed and returned the next day.
Safety	Youth was concerned about group members fighting and that a certain staff member lied about what happened.	Group members involved in fight must file their own grievances.
Safety	Youth claims that a staff member searched her bra while it was on her.	Youth was hiding a rubber band down her bra, which she has been known to use for branding. Staff followed all guidelines to remove rubber band from youths bra and uniform.
Safety	Youth states that another youth busted into the bathroom stall and asked "How big his penis was".	Youth will be counseled on appropriate behavior. The class will be monitored to prevent future such behaviors.
Safety	Youth was placed in a physical restraint that she felt was overly aggressive and she was injured. Also she stated that staff "cuss" at youth.	There was no record of injury and staff were instructed that female staff should conduct restraints when possible. Also any inappropriate language use by staff should be reported and will be dealt with immediately.
Safety	Parent is concerned that her child is being physically restrained so aggressively that she was injured, the programming is inadequate and the rooms are cold.	Reviews of reports do not substantiate abuse, staff are given extensive training and are quite successful in helping youth and heating units are adjusted and continually repaired and plans are in place to replace heating and cooling units.
Safety	Youth made complaints in several areas: PRT's are excessive and she was injured, she does not get enough food, youth do not get enough exercise and are not allowed basic hygiene products, phone calls are cut short, staff are unprofessional and the facility	In regard to excessive force a CPS investigation did not substantiate the allegations, food portions are determined by federal guidelines, room restriction is used as a sanction and access to products may be restricted as a sanction for inappropriate use, phone calls are ended at time and not

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	smells bad.	before or after. Staff are given extensive training maintenance did not find evidence of a bad smell.
Safety	Youth states that she feels unsafe due to threats from other youth and that staff hear these threats and do nothing about them.	The group supervisor will address the issue with the team.
Safety	Youth feels that she is threatened by other youth and that her privileges were taken away for no reason.	The issue will be discussed with group senior and safety will be monitored.
Safety	Youth claims that another youth stabbed him in the leg with a pencil.	All students and faculty in the room at the time of the incident states that the youth in question could not have stabbed the accuser. Youth was counseled.
Safety	Youth felt uncomfortable when another resident was starting at him as he dried off after a shower.	Interviews with youth and staff were done and the complaints could not be substantiated, but the youth who was staring was counseled on appropriate sexual boundaries and dorm behaviors.
Safety	Youth taken down by staff for escalating and becoming violent. Youth asked aspirin, was refused, and no pain assessment.	The staff may have used restraint unnecessarily and may need to be educated on proper techniques.
Safety	Youth claimed that staff in one of the cottages had beaten him, therefore he ran away from the facility.	Complaint was screened out as information only and referred to metro abuse and neglect investigation.
Safety	Youth reported to someone at school that a staff member has been hitting her in the shoulder, legs, and hip.	CPS is investigating possible institutional abuse.
Safety	Youth stated that she saw a foster grandpa spank another youth and that this same grandpa makes her uncomfortable and talks about drinking beer.	Unknown
Safety	Complainant feels her children are not safe as she saw marks on her daughter, witness other children being inappropriate and staff not providing adequate supervision.	Parents complain frequently so the complaints was forwarded to police for investigation. Police unsubstantiated the claim b/c the marks are identical to those before they were in Child Haven.
Safety	During a visit this parent saw bruising and a cut lip on her child and her potty trained daughter is in diapers again.	The facility forwarded this complaint to police to investigate the allegations of abuse. Police unsubstantiated the allegations b/c marks are identical to photos of pre-existing marks.
Safety	During a visit this parent saw bruising and cuts on her child and when questioned staff had no answers about how the injuries happened.	Staff did see scratch marks on child but no bruising pictures were taken and staff believe that scratches were "self inflicted" and trimmed the children nails and all other children in the cottage.
Safety	Youth was unaccounted for 4 hours in the facility while he was behind furniture then feel asleep	Staff failed to communicate about the whereabouts of the child and will be re-trained and counseled regarding this incident
Treatment	The girls have to miss NA sometimes because the boys are a larger population and therefore they get the NA meetings regularly	Going to talk to NA about having someone come out just for the girls

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Treatment	Youth states that new staff were not aware of certain hair wear rules and that youth was punished for this mistake.	There was a staff shortage and the part time person was not fully trained the issue is being addressed.
Treatment	Youth would like to be removed from room restriction and would like the staff to treat them like adults not children.	The parents, PO, and mental health staff are the only ones who can lift the room restrictions. Staff should speak with you as a young adult.
Treatment	Youth states that staff are taking away hygiene points for hair being worn down. What are the correct rules.	The youth was correct that hair can be worn down during the day and staff will be reeducated on the issue.
Treatment	Youth request to be able to work in the kitchen.	Due to youths prior charges and behavior kitchen duties are not allowed.
Treatment	Youth states that she was put on unfair punishment when she was only joking around.	Youth joking about running and taking (fighting) on the staff will not be taken lightly.
Treatment	Youth state that his group works better together under the supervision of a specific staff member.	None Attached
Treatment	Youth states he was put back on restriction for unfair reasons.	Staff take all incidents about physical contact very strictly.
Treatment	Youth was unfairly punished for singing	Youth was in trouble for singing, then dancing and exercising, next reading a book after lights out, and acting out
Treatment	Youth was given 2 consequences for one thing.	Youth was given EBT for consistent poor behavior throughout day, not 2 consequences for one situation.
Treatment	Youth was given a minor for pushing another youth, but was only pushing the youth to get him off his foot and the other youth provoked youth.	Youth is aware of rules involving physical contact. Youth pushed another youth and could have been given a major. Grievance denied.
Treatment	Youth received an MRV for cursing but tried to avoid it by doing what staff asked youth tried to talk to staff about it.	Will look into the matter but MRV's have their own appeals process.
Treatment	Youth is complaining that his points were reduced	This is not a grievable item
Treatment	Youth feels mistreated by staff on his dorm (physically) and would like to move to a different unit.	Use of force committee feels that force was used properly and grades have not improved - youth should improve his grades then changing cottages will be revisited.
Treatment	Was told he needs to take meds in order to get his level four.	It was suggested that medication may help him achieve the behaviors he needed to reach the level four status but youth should wait for the results of the research team before making any changes.
Treatment	The youth complained that he doesn't deserve to be in the special program because he was just trying to raise his grades.	This program was to motivate the youth to change behaviors.
Treatment	Youth feels that he is accused of doing and saying things that he did not do or say. Youth received IB for these things.	Counseled youth on teacher directives and taking personal responsibility.
Treatment	Teacher kicked youth out of class and gave him a minor after he asked why he had to take the same classes over, she answered	Never given a minor. If a minor turns up, it will be dropped to an informal

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	"why'd you come back" then he said "none of your business"	
Treatment	Youth lost level and received an MRV but does not know why	The level was restored and MRV was taken off.
Treatment	Youth was dropped a level for "not acting like a level 3" and the staff said he can drop him just because he feels like it.	The youth received 2 major rule violations which is an auto level drop. There is an appeal process for MRVs.
Treatment	The youth is complaining that he is not allowed to change units because he wants to be unit leader.	Youth can stay in the unit he is assigned to and model leadership to peers on the unit he is assigned to.
Treatment	A staff member gave this youth an EBT for sleeping in. Youth feels this is inappropriate because he did not know it was time to get up.	Youth stated he heard the announcement to get up - punishment valid.
Treatment	Youth feels he received a minor rule violation for something that was not intentional (tripping another youth). Would like to have rule violation dropped to an IR.	After talking with other youth involved, minor rule violating dropped to an IR.
Treatment	Youth offended kitchen staff unknowingly (he thought they were joking) and received a MRV. The youth felt that he received the wrong food.	Spoke with supervisor about making sure the youth receive the proper food.
Treatment	Youth got a MRV for throwing rocks which he insists he did not do.	Youth may use the appeal process
Treatment	Unfair MRV for asking why he could not go back after cleaning room.	MRV was not found but if it is then youth will have to go to appeal.
Treatment	Unfair MRV for asking why he could not go back after cleaning his room.	No MRV was given.
Treatment	Youth received an EBT for talking during dining which he says he didn't do.	Youth was talking and EBT stands.
Treatment	Youth feels that he is unable to advance in his program because staff hold his history against him.	Placement is partially based on a youth's prior history. It has been explained to this youth that due to his specific needs the programming in his current cottage is best for him.
Treatment	Youth received an IR days after the incident and this caused him to miss early release and this is not within facility protocol.	The IR was in fact not issued in a timely manner nor was it followed up on, therefore it has been removed from youth's records.
Treatment	Youth said points were taken away from her and she didn't deserve to lose them.	Youth lost points due to non-compliance and defying staff directives.
Treatment	Youth feels she doesn't receive enough treatment and that her mental health counselor doesn't take the effort to help her.	Staff is trying to place youth where she can get the services she needs.
Treatment	Youth complained that a staff member ignored her when she asked to see a mental health counselor.	The mental health counselor was already notified when youth was repeatedly asking for the counselor.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Treatment	Youth wanted to be released at the end of drug treatment.	Youth will be released on last day of drug class on 3/30/07.
Treatment	Youth complained that other residents engage in inappropriate behavior and it affects his treatment and counseling.	Staff discussed positive and negative behavior with youth, youth was receptive to talk.
Treatment	Youth complained that staff was telling other staff not to call the mental health counselor.	Youth thought they faked the call but they showed up a few minutes later.
Treatment	Youth complained that she was kicked out of a group process for unfair reasons.	Youth was disclosing other group member's private information outside of group. The staff will discuss whether she should be allowed back into the group at the next meeting.
Treatment	Youth complained that she was not allowed to talk with a particular staff member when she requested one.	Staff from administration are not always available but they will come over when they have time too.
Treatment	Youth complained that staff would not let them transfer to another group.	Assignments to particular groups are a treatment issue not a violation of youth rights.
Treatment	Youth complained that he only got 30 minutes of his 1 hour strategy.	This was due to youths attitudes and behaviors. Youth has since been taken off the strategy.
Treatment	Youth complained that they were knocked down levels of privileges for unjust reasons.	Youth has earned back privilege levels and will soon be released.
Treatment	Youth would like to stay on their current program and not be moved to desert willow.	Placement is based on treatment needs not special requests.
Treatment	Youth complained that all the items were removed from her room due to the strategy she was placed on.	Youth states that issue has been resolved and she has earned back most of her items.
Treatment	Youth complained that she was put on 24 hour room confinement for fighting but she was defending herself and did not start the fight.	Policy states that anyone involved in a fight will be put on 24 hour confinement.
Treatment	Youth acknowledges that past behaviors led to certain privileges being revoked but believes that staff members are now making it harder to earn them back.	Staff spoke with youth and agreed upon tactics to be used in the future and how he can improve.
Treatment	Youth complained that he was given room confinement for an unjust reason. Youth claims he was swung at and had to hold the other youths hands down to not get hit.	All youth involved in a fight are given room confinement per facility rules.
Treatment	Youth claims he was targeted by other students and they lied about what happened, based on this lie he was put on the bench.	Staff will be re-briefed about monitoring student behavior.
Treatment	Youth claims they were given a unfair grade and that no explanation was provided for the low points.	Staff will reevaluate the students points and discuss it with them.
Treatment	Youth states that his dorms are missing out on all the work funds.	Staff is looking for opportunities for work crews.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Treatment	Youth is complaining that his mentor is too strict and would like to be reassigned.	Youth spoke with mentor and resolved issues.
Treatment	Youth complains that she is not allowed certain privileges that she has earned.	Staff was informed that they are not allowed to withhold privileges that are earned based on the group's behavior.
Treatment	Youth claims that a staff member allowed him to throw rocks at a lizard and it ended up hitting a car and he got in trouble. This is not fair.	Staff involved have been counseled to not allow students to throw rocks at anything.
Treatment	Staffing problems in the facility have caused youth to be in rooms more and even miss school. Youth is concerned that he is unable to work his program when spending so much time in his room.	
Treatment	Youth states that a certain staff member punished him for something he did not do.	Youth was involved in horse play and the punishment is valid and will not be removed.
Treatment	Youth states that on the weekend he has to spend 23 hours in his room.	Youth are put on specific schedules and staff may have to assist other units which may affect the schedule.
Treatment	Youth states that he was reduced a level for a rule that was not stated in the rules handbook.	Youth was correct and issue will be researched, level 4 was reinstated to the youth.
Treatment	Youth states that his group was not given sufficient recreation time due to group counseling time.	Group time is very important and larger groups tend to take longer which may cut into other activities.
Treatment	Youth has requested a room and unit change after talking with his counselors and the staff.	A room change had been granted.
Treatment	Youth states that she asked to talk with a counselor and never got to see one.	There is a shortage of counselors and it will take longer to see one.
Treatment	Youth would like to speak to someone about getting out of the center.	Youth met with staff and was counseled the issue has been resolved and youth has agreed to stay.
Treatment	Youth claims that two other residents stole cookies during kitchen duty and were caught by staff but not punished.	Youth in question for stealing cookies admitted to doing it and were both punished.
Treatment	Youth claimed he was falsely accused of calling a teacher a "fucking bitch" and should not be given an IR.	Other staff heard the youth call the teacher a "fucking bitch" and then gave the youth an IR.
Treatment	Youth is complaining that a staff member is picking on him by making him turn around in his seat and then giving him a minor violation when he did not do it.	Youth is aware of the rules about following staff directives. He did not follow the rules and was given a minor for it.
Treatment	Youth does not want to receive a minor violation for not running the whole time during PT.	Youth are required to run the whole time during PT and will be given a minor if they do not.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Treatment	Youth claims that his counselor is not available for him when needed and would like another counselor.	Youth must file a counselor change request for with the mental health coordinator.
Treatment	Youth claims that staff have not been letting youth have their scheduled recreation and leisure time and that youth are required to stay in their rooms instead.	The new summer schedule is very structured and does not always allow for certain activities.
Treatment	Youth would like to have a minor rule violation dropped because the incident in question was not violence or horseplay.	The minor rule violation will not be dropped. Youth are not allowed to touch each other at anytime.
Treatment	Youth states that he was helping someone get a bug off their leg not horse playing and therefore should not get a minor rule violation.	Youth are not allowed to touch each other at all so the minor violation will not be dropped.
Treatment	Youth complained that staff asked him to write a thinking error report (TER).	TERs are part of the youths treatment program and is not a violation of youths rights.
Treatment	Youth feels he was unfairly given an IR when staff said that they wouldn't give him one - he feels staff are inconsistent to rule enforcement.	Youth was counseled that not all offenses could be treated the same, and the conversation focused on conflict resolution and accepting responsibility.
Treatment	Staff told youth to write an essay then staff threw the essay on the ground for youth to pick up	Upon investigation youth agreed that the paper could have fallen to the ground on accident
Treatment	Advocate complained that staff member at DWTC was unprofessional, rude, disrespectful, and condescending toward her and other volunteers. Also volunteers question staff methods record accuracy.	None received complaint is being discussed now.
Treatment	Complaint states that child and case worker were not present at IEP meeting and names were signed anyway.	Facility called to let us know that the school is separate from DW so they don't sit in on IEP meetings-but the complaint would be forwarded to principal. No response recovered from principal.
Treatment	The parents of youth are complaining that a psychiatrist was making prejudicial references against mother for being blind.	Supervisors will speak with staff to gather info and decide on approach to correct unwanted behaviors and improve therapeutic experience of patients.
Civil and Other Rights	Youth is complaining that he is not allowed to use the phone when other phones are broken	Staff are working on this problem
Civil and Other Rights	Youth states that he has not been receiving letters.	No mail has arrived for the youth and mail was double checked.
Civil and Other Rights	Youth states that other youth are making offensive comments about a peer.	This issue will be investigated.
Civil and Other Rights	Youth states that another youth was making offensive comments about his ethnicity.	The issue will be addressed with the staff.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Civil and Other Rights	Youth states that certain faculty members to not like him and pick on him.	The staff were spoken with and rules still need to be followed no matter how long youth are assigned there.
Civil and Other Rights	Youth states that another youth is treated better than others and gets away with a lot more.	The fact that the youth started striking things and endangering himself, cannot be overlooked. Also all juveniles should be treated equally.
Civil and Other Rights	Youth feels that staff favors "colored girls".	This will be addressed with staff member mentioned
Civil and Other Rights	Youth is complaining that he can't make phone calls more often	Youth doesn't have the option to use black phones because this privilege is for the teal group.
Civil and Other Rights	Youth would like to shave.	Staff is looking for a way to shave that is safe for security and hygienic purposes.
Civil and Other Rights	Staff picks on her because she is black and stare at her like she is doing something wrong	The staff in question is married to a black man. Staff watch her closer because of her behaviors
Civil and Other Rights	Youth would like to write in her journal	Since youth is on suicide watch, she is not allowed to have pencils until she is off suicide watch
Civil and Other Rights	Youth complained that her room was stripped	Room was stripped because youth was not visible, and items were returned after 4 hours
Civil and Other Rights	Youth asked to go to church and staff member would not let her even though she had not been in trouble	Youth was not allowed to go to church because of behaviors which is a safety/security issue. Youth has been able to attend all other times she requested.
Civil and Other Rights	Youth is complaining that staff has removed his personal items	Two of the items were contraband and youth's glasses are reading glasses and are not necessary at breakfast
Civil and Other Rights	Youth complained that staff read her journal, confiscated mail, and stated staff may have been drinking	Staff confiscated mail due to inappropriate language and the drinking matter will be investigated
Civil and Other Rights	Youth feels that his rights were violated because the whole group was punished for one persons behavior.	The youth were stepped into their rooms for safety reasons.
Civil and Other Rights	Youth complained that staff won't answer him, when he calls for him	This will be discussed with the unit supervisor
Civil and Other Rights	Youth is complaining that staff would not allow him to go to his room after his shower	Youth needs to give more details about the situation
Civil and Other Rights	Youth's account on the blue phone has not been set up even though he's been there for 3 months. Youth unable to talk to family.	Sent e-mail to the person in charge of youth accounts to fix the problem.
Civil and Other Rights	Youth wants his personal items from intake.	Youth has already received items he is asking for.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Civil and Other Rights	Youth is complaining that an officer lied on an incident report	There is no evidence to support youth's claim
Civil and Other Rights	Youth request a dorm change because he feels staff treat him unfairly and improperly use force on him.	Upon review youth's request was denied due to his supervisory needs. Also a committee review the use of force and found it acceptable.
Civil and Other Rights	Youth requests policy be changed to allow him to read w/a light before bedtime.	Mental Health Counselor explained to youth the reasons for the policy and the head group supervisor suggested that he asks to read during structured hour for showers.
Civil and Other Rights	Was given a MRV and youth was not notified for 24 hours in addition, staff lied on the form.	MRV are not grievable since they have their own process. The issue is currently being appealed.
Civil and Other Rights	Youth feels staff are "abusing" early bed times (EBT) by giving them out for things that aren't deserving.	On this occasion the early bed time was given because youth is consistently involving himself in other youth's business which hinders the completion of his own program.
Civil and Other Rights	The youth is complaining that his poems were taken away and he wants them back	Staff will review youth's journal and return poems when released
Civil and Other Rights	The youth complained that he was punished for accusing a staff member of assaulting a youth	Youth is being punished for behaviors not accusation.
Civil and Other Rights	The youth is complaining that a staff member is making inappropriate sexual and racial comments towards him	The staff member apologizes to the youth and will not repeat these statements. The youth's case to change cottages will be addressed.
Civil and Other Rights	The youth complained they are not in their room for too long, and wants to put cards on her desk, and pictures in her window	Staff will resolve the issue
Civil and Other Rights	Youth complained that a staff member made racial remarks towards her	This will be referred to the school principal
Civil and Other Rights	Staff member will not let youth call his PO	Youth had permission to call PO, let me know if this problem happens again
Civil and Other Rights	A staff member will not let youth in the day room or let youth take a shower	Put a stop to all staff using no day time as a consequence
Civil and Other Rights	Staff member refuses to let him make a phone call and threatens to write youth up	Gave another phone to unit which should help and will follow up to make sure staff are allowing phone calls to be made
Civil and Other Rights	The youth complained that he was denied making calls to his PO	Staff has given youth phone calls, but PO did not answer. There is also a new phone available on the unit.
Civil and Other Rights	The youth complained that his phone has not been fixed and he needs to make an outgoing call home	Staff member and counselor will be instructed to help the youth with his problem.
Civil and	The youth complained that he has not received a response from	Due to the youth's erratic behavior during the hearing, the hearing officer

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Other Rights	the appeal, so he wants charges dropped or have an appeal soon	made the decision on the major rule violation
Civil and Other Rights	The youth complained that he has not received all of the books, pictures, and papers from his previous placement.	The youth can not have that many items due to his level status.
Civil and Other Rights	The youth complained that he has not received his shirts	The problem has been resolved. The youth was told to properly mark his shirts.
Civil and Other Rights	Keeps asking for his pin number but has yet to receive it	Will speak to lead about it, sustained
Civil and Other Rights	The youth wanted his pin number and he has already written a grievance before	Sustained. Will speak with staff member
Civil and Other Rights	Youth is complaining that his snacks were stolen and wants them replaced	Youth center is not responsible for replaying youth for snacks, but if specific youth who stole snacks is found then the youth will replace them
Civil and Other Rights	Youth is complaining that she didn't receive her full hour in the day room	Youth is on an individual program and lost 5 minutes in the day room because of the hectic nature of the activities
Civil and Other Rights	Youth wants his commissary form	This form is not applicable to youth due to individual program and no money in his account
Civil and Other Rights	Youth wants the clothes he had taken away back	Youth traded clothes which is against policy, so now the sweatshirt is contraband
Civil and Other Rights	Youth is complaining that his pants were lost.	Staff is looking for them and a new pair of pants have been offered from state supply.
Civil and Other Rights	Youth is complaining that he didn't get his mail when he had a MRV.	Youth receive mail at a specified time and given mail when off of "ACP." Youth received mail next morning.
Civil and Other Rights	A staff member would not allow this youth out of his room because of limited resources. Some youth were allowed out of their rooms but not others. When youth asked for a grievance form staff asked why.	Limits only allow some youth to be out of their rooms. More concern is placed on staff asking why the youth wants a grievance. Supervisors will be counseled on this.
Civil and Other Rights	Staff member read youth's mail while doing a room search	The unit supervisor will talk with staff member
Civil and Other Rights	Youth received a MRV and level drop for refusing to cut his hair because it is against his religion (Rasta)	Youth declared religion as Christian upon intake. Grievance denied.
Civil and Other Rights	Youth wants a phone call to his attorney	Staff is looking into this situation and will be talking with youth's unit supervisor
Civil and Other Rights	Staff will not allow youth to call his parole officer.	A letter was sent to supervisors stating that youth are to be allowed to call their parole officers.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Civil and Other Rights	Youth is complaining that a staff member is making inappropriate comments.	This is being taken care of.
Civil and Other Rights	Staff do not check mail often enough. Also, youth is not receiving mail family/friends have promised	The assistant superintendent will talk with supervisors to make sure but it does take a long time for mail to be received and distributed
Civil and Other Rights	Staff doesn't get the mail often and does not allow youth to use the phone sometimes.	The mail is slow and he will talk to the supervisor to keep delays from happening.
Civil and Other Rights	Youth alleges that he is treated differently and called derogatory names because he is gay. Youth also feels he does not receive enough food.	Certain staff are being investigated regarding name calling and action will be taken - also food is prepared according to national guidelines.
Civil and Other Rights	Youth has not been allowed to call his PO - staff say they will let him then they don't want to take the time to do it.	There is not policy granting youth the right to call their PO whenever they want. however staff usually try to accommodate these requests and youth are encouraged to write letters to their PO and POs call youth at least one time every quarter.
Civil and Other Rights	Staff took youth's paper supply.	It was placed in contraband because youth cannot have that much paper in their rooms.
Civil and Other Rights	Staff only allowed youth 30 seconds of her 5 min phone call.	Will remind staff to monitor calls more closely.
Civil and Other Rights	Youth was not allowed full in-take phone call because staff said she did not want to spread her "sick germs."	Youth arrived back at CYC after 2 weeks at SMTC. Youth only receive intake phone call at initial intake.
Civil and Other Rights	Youth asked to grow out hair due to religious beliefs.	Request granted.
Civil and Other Rights	Staff would not let youth write a grievance.	Respondent suggested that youth keep grievance forms in his rooms.
Civil and Other Rights	Youth cannot come out of room due to the facility being short stuffed. Then youth was given a MRV for threatening staff.	The grievance processes is not meant for grieving MRV. It was clear youth was acting out so MRV was used.
Civil and Other Rights	Youth complained that they have not been given their 1 hour of gym time each day.	Youth was counseled and the investigation could not substantiate the youth's claim.
Civil and Other Rights	Youth is complaining that a staff member took away a picture of his daughter.	The picture was returned.
Civil and Other Rights	Youth complained that she wasn't given a proper writing utensil.	Staff found larger crayon that youth could use later.
Civil and Other Rights	Youth complained that she wasn't allowed to call home and 2 other youth were.	Other youth had special circumstances for calls.
Civil and	Youth complained that staff sent her to her room for no reason.	Youth has talked to staff and resolved the issue.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Other Rights		
Civil and Other Rights	Youth complained that another youth receives more privileges than other youth.	Punishments and privileges are dependent on youth's behavior, and is not standard or uniform.
Civil and Other Rights	Youth complained that staff was reading her journal.	Staff have the right to check journals if they believe items are being hidden or they violate security issues.
Civil and Other Rights	Youth is complaining that staff followed youth into the bathroom when she was on suicide alert not watch.	Since youth has been on alert so many times, staff must watch youth at all times.
Civil and Other Rights	Youth is complaining that another youth stole her makeup and shoes.	This will be followed up by the parole officer to substantiate the youth's claim.
Civil and Other Rights	Youth complained because he did not receive his initial phone call home.	Youth was allowed to call the next day and staff will look into why youth was not allowed to make a phone call that night.
Civil and Other Rights	Youth complained that staff would not give youth any paper.	Youth received paper the next day, since she was unwilling to work with group. Youth resolved issue with that particular staff.
Civil and Other Rights	Youth is complaining that staff told youth to step into her room and turn in her pants because they had zippers.	Youth was kept in the room due to slamming the door and having comebacks. Youth was allowed to come back out later when it was youth's group's turn to come out.
Civil and Other Rights	Youth is complaining that she lost points and she doesn't know why.	Staff will let youth know why she loses points in the future. Youth has earned many points since then and is halfway to completing the individual program.
Civil and Other Rights	Youth complained that he couldn't go outside because 2 youth got into a fight and staff was doing paperwork.	Youth was allowed to come back out of your rooms and play games in the dayroom after other staff arrived.
Civil and Other Rights	Youth complained that staff would not allow another youth in complaining youth's room to fix the bed.	Staff do not allow youth to go into other youth's room.
Civil and Other Rights	Youth is complaining that she wasn't allowed to attend church because 3 girls in her cottage were on suicide watch.	Staff was responding to issues, so activities will be cancelled.
Civil and Other Rights	Youth complained that he was not allowed to talk to his dad.	Youth spoke with father and mother that evening.
Civil and Other Rights	Youth complained that he missing items from his excess.	These items will be replaced by the state prior to youth's release.
Civil and Other Rights	Youth complained that she wants to go home.	Youth needs to complete program and fulfill requirements of treatment program before she is released.
Civil and Other Rights	Youth complained that she was not allowed to wash her clothes at 5:30pm.	Youth was allowed to wash clothes the next day, since other youth were washing their clothes at the time.
Civil and	Resident claims that another resident made a racist comment	Residents involved were counseled in appropriate ways to handle

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Other Rights	toward him.	conflict.
Civil and Other Rights	Youth complained that youth's jeans were sent to laundry and they didn't come back.	The pants were sent to the wrong cottage and have been returned to the complaining youth.
Civil and Other Rights	Youth complained that staff would not allow youth to call her parole officer or get jacket from storage room.	Staff left messages for parole officer several times and officer called back. Youth's coat was put in storage until youth got out of training group.
Civil and Other Rights	Youth complained that staff would not allow youth to move to a different room or go to the dining hall.	Youth has moved to a different room and are now allowed to go to the dining hall.
Civil and Other Rights	Youth complained that staff took youth's personal papers and stamps, and placed them into contraband.	Issue resolved, since youth got items back.
Civil and Other Rights	Youth complained that staff wouldn't call her parole officer.	Staff has sent e-mails and left messages for youths parole officer and youth PO has since called and spoke with youth.
Civil and Other Rights	Youth complained that staff will not give youth any mail.	Youth has not received any mail since she arrived. Youth can have mail as soon as she has some.
Civil and Other Rights	Staff would not allow youth to make a phone call in the evening.	It wasn't youths scheduled day to make a call.
Civil and Other Rights	Youth complained that staff woke up youth to tell her to unroll to the top of her pajamas	Rooms checks are done several times and hour and it is important that youth dress appropriately when asleep. Ass Supervisor will instruct cottage senior staff to address issue of rolling down the top of youths pants.
Civil and Other Rights	Youth complained that her blankets stink and have not been washed for awhile.	There currently is no laundry person, but will make sure blankets are washed regularly.
Civil and Other Rights	Youth complained that her caseload manager won't give her a copy of her progress reports.	Youth will receive a copy today.
Civil and Other Rights	Youth complained that he was given early bed and dining hall restriction.	Several members of youths group were defying staff's directives that day and received those sanctions. Staff has been talked to about giving 2 sanctions for infractions. It won't happen again.
Civil and Other Rights	Youth complained that she was not allowed to make a phone call.	Youth was allowed to make and receive phone calls.
Civil and Other Rights	Youth complained that staff was unable to locate her shoes that were put in storage.	Shoes were found and the complaint was resolved.
Civil and Other Rights	Youth complained that she was not allowed to make a phone call.	Youth was allowed to make a phone call and left a message with her father.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Civil and Other Rights	Youth complained that they were only allowed 5 out of 10 minutes for a shower.	Staff were spoken with and a full shower time will be allowed from now on.
Civil and Other Rights	Youth claims that staff is telling other youth about her situation (private info).	Staff will be questioned and told not to divulge private information.
Civil and Other Rights	Youth states that staff went through her personal items without her being present.	It was a new staff member who had not been trained on certain policies. Staff can search bags for contraband.
Civil and Other Rights	Youth states that a staff member made an ethnic slur about Mexicans.	There is no evidence from staff or other youth to support this claim.
Civil and Other Rights	Youth states that his shoes were lost by the staff during the intake process.	Youths shoes will be replaced by facility.
Civil and Other Rights	Youth states that he made an appeal and that it was not addressed by the staff.	The appeal was lost and a new one should be filled out and sent in.
Civil and Other Rights	Youth states that he refused to do PT and therefore dayroom privileges were taken away and a minor and time out were given. It is too many punishments.	Youth was not given a minor but should have done PT when he was told too.
Civil and Other Rights	Youth was unaware that a minor punishment was given to him and would like to know when it was given.	The minor punishment will be dropped due to the form not being signed or acknowledged by the youth.
Civil and Other Rights	Youth states that he has not received any mail from his friends even though they are on the approved mail list.	Youth is allowed mail from approved friends but has not received any from people on the list.
Civil and Other Rights	A staff member used very inappropriate language with youth and called him names that were racist.	Investigated incidents by talking to other staff who was there. Allegations were true. Disciplinary action taken with staff.
Civil and Other Rights	Staff denying youth the right to practice her religion by not allowing her to follow her diet or provide her a bible (Wicca Pagan).	Once the youth provides verification by her ordained leader, the diet and bible will be provided. A literature review on Wicca states that no special diet is required.
Civil and Other Rights	Youth complained that she was not allowed to turn off the lights.	Youth are not allowed to turn off the lights during the day.
Civil and Other Rights	Youth is complaining that she is unable to shave her armpits, since she doesn't have razors.	Staff will check on the status of razors at youths cottage.
Civil and Other Rights	Youth said that her journal was confiscated from her room during inspections.	Youth had an inappropriate drawing in her journal. Journal will be returned when youth leaves and youth will receive a blank journal.
Civil and Other Rights	Youth said that her journal and other papers were confiscated. Youth received an early bedtime for napping, and other youth didn't.	The issue has been resolved and youth received the items back. This youth was the only one caught napping.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Privileges	Youth would like to read his book in his room for concentration purposes	Due to the size of the book, it is a security issue and cannot be allowed in youth's room. Manager will talk to staff about putting youth in a more private area to read
Privileges	Youth wants to be able to call a long distance phone number	Youth can't use black phone but PO can request to call long distance on the blue phone
Privileges	Youth would like to be able to keep letters and photos in his room.	The issue will be reviewed with staff.
Privileges	Youth states he will go on hunger strike if he is not allowed to have requested items such as photos letters radio from home.	The requests are being evaluated but a hunger strike will not influence the out come.
Privileges	Youth curious as to why she can't write in her room and a girl on the unit on suicide watch is allowed a pencil in her room.	Because of this youth's behavior and recent statements, this youth can't have a pencil in her room.
Privileges	The youth wants a later bed time for those on higher levels.	Due to security and budgeting, bed times can't be extended.
Privileges	Youth is requesting to shave his face especially before court.	Shaving is not a right or hygiene need - but mgr. will look into allowing youth to shave before court.
Privileges	Youth feels his rights are violated by not being allowed to shave - especially when he is trying to make a good impression in court	None received - requested 4-9-07 - none sent
Privileges	Youth was not allowed to shave his face one night and feels this is bad hygiene and would like to be allowed to shave to look his best in court.	Shaving is not a right or mandatory for hygiene. However, the manager will talk to the staff about allowing youth to shave before court.
Privileges	Grandma brought up a care package that was approved by the nurse but staff refused to give it to her without reason.	The matter will be addressed with staff.
Privileges	Youth feels it's unfair that she can't get her hair braided	Youth may get her hair braided on the weekends
Privileges	Youth wants to be able to sing	Youth are not allowed to sing rap songs, since they are generally violent and negative
Privileges	Youth complained that she didn't receive paper	The situation will be remedied. Youth will receive paper.
Privileges	Would like his pin number to make phone calls has asked a staff member many times for number.	Will ask if he can have a pin number and will get him one if it is approved.
Privileges	Youth's radio was removed due to administrative error and was not returned after dispute was resolved.	Youth will be given a new radio for the one that staff lost.
Privileges	Youths headphones were stolen by another youth. He threatened to break them if the youth told staff - when he got them back they were broken.	Youth will receive a new pair.
Privileges	The youth complained that he could not get his stuff from intake	The staff is checking daily to find if the youth's things have come back

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
		from laundry
Privileges	Youth wants to know if he can have his wood projects in his room.	It is a safety issue and will be returned when he is released.
Privileges	The youth had a radio without permission. It was taken away. One staff thought the youth was allowed a radio and gave it back. The staff now says that it was the youth who was wrong.	The unit supervisor will talk with the staff.
Privileges	Youth was kicked out of school and was told he could not play basketball. Youth asks what he can do when kicked out of school.	Being kicked out of school means that you lose privileges like playing basketball
Privileges	It takes forever for staff to bring youths personal effects from intake.	Youth is not following proper procedure for getting his things from intake.
Privileges	Youth's radio and deodorant was not sent to him.	If the radio is not found it will be replaced.
Privileges	Youth upset because the staff did not get her the hair grease when she wanted it.	Staff got it for youth later.
Privileges	Staff put youth's "oil sheen" in the storage area and youth is afraid it will freeze.	Aerosol cans are not allowed in rooms but staff will check to make sure it won't freeze
Privileges	Youth brought food back from a meal but was not allowed to eat it.	Youth must eat the food while in the dining hall at meals.
Privileges	Youth complained that staff would not give youth her hair oil.	Youth was given oil after staff finished dinner.
Privileges	Youth complained that staff would not allow youth to have a CD.	CD is contraband, and will be given to youth on release.
Privileges	Youth complained that she wasn't allowed to make a 10 minute call to her dad.	Youth made a 10 min call to mom, and had to wait for other youth to finish. Youth will be allowed to make 10 minute call to dad.
Privileges	Youth is complaining that staff took down the clock.	Not having a clock is not a violation of youth's rights. Clock was taken down because youth were choosing specific times to act out.
Privileges	Youth wanted hair grease and staff said only black youth are allowed to have it.	Hair grease is only for black youth, since they have different hair and scalp tissues.
Privileges	Youth complained that she was not allowed to wear her slippers in the dayroom.	Staff will be made aware that youth are allowed to wear slippers in dayroom on that cottage. This isn't a violation of youth's rights.
Privileges	Youth complained that he is not allowed to wear sweaters to meals when its hot outside.	Staff will clarify the issue and explain what the expectations are for this cottage.
Privileges	Youth complained that she wasn't allowed to watch basketball after 1 staff member said she could.	Due to youth's group behavior, youth was not allowed to attend the game.
Privileges	Youth complained that he is not allowed to have pictures of his friends in his room.	It is policy to only have immediate family photos only.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Privileges	Youth is complaining that he is not allowed to go out on the weekends.	Youth made threats towards others, and weekends are a earned privilege.
Privileges	Resident complained that they were removed from a detail without being given justification.	Resident was counseled and counselor was counseled.
Privileges	Youth complained that staff will not allow youth to dress the way she wants in the dayroom. Youth also wants cough drops.	Cottages have dress codes and standards that need to be adhered to. The nurse was notified and gave permission for cough drops.
Privileges	Youth complained that staff put youth on face wash restriction.	Staff supply soap and hygienic items. A " 3 step face wash" is a luxury and not a legal right.
Privileges	Youth complained that her personal snacks were withheld from her by the staff.	Staff will investigate why personal snacks were withheld on this occasion.
Privileges	Youth complained they were not allowed to have lotion.	Lotion is a privilege item and must be earned.
Privileges	Youth would like to have a radio in his room.	Radio privileges are earned based on the youths level system.
Privileges	Youth states that he was not given any recreation time so he wanted to use the dayroom instead but was denied the privileges.	Youth does not have dayroom privileges therefore he can not be in the dayroom.
Privileges	Youth complains that she was denied going to church.	Staff did not deny church privileges but did deny extra praise worship due to the cottages behavior.
Privileges	Youth states that it's unfair that she was not allowed to watch a movie.	Youths special program does not allow her to watch movies.
Privileges	Youth says that the staff would not allow them to braid their hair.	Youth are allowed to braid their hair every two weeks. They can braid their has that weekend.
Privileges	Youth complained that he was not allowed to wear some shoes he received in the mail.	The shoes are in contraband and youth can have them when he is released.
Privileges	Music is only played on the left side and not the right side. Unfair treatment.	Music is not allowed. An investigation will be conducted to determine if music should be allowed. Possible policy change.
Other	Youth would like the opportunity to shave and would like a certain staff member to stop picking on him because of how his pants fit.	Staff have the authority to pick the specific pant and clothing fit. The shaving waver and policy is being rewritten.
Other	Youth asking for the “ouchless” rubber bands because the ones they are using pulls hair and hurts.	Will look into getting different hair ties.
Other	Youth needs her dads new number	PO has been contacted to reach youths father.
Other	Punishment of LJT status unfair because youth was hit from behind and that is why he fought.	Youth moved to LA status keep good behavior to be off LA soon.
Other	Youth found inappropriate pictures on staff's computer	The situation will be investigated

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Other	Youth is complaining that a staff member is not allowing her to use conditioner despite the fact that she already has permission	Youth is not allowed to use conditioner as gel
Other	The youth was given a different meal than the other youth on a no-fish diet. He feels he was treated unfairly.	The kitchen uses what they can when substitution. The food was within federal guidelines.
Other	Youth is complaining that showers are late	Showers do not have a set time
Other	Youth was on confinement and did not receive cake like the other youth received because staff said youth on confinement can't have sweets.	Youth on confinement are not allowed anything that can't be eaten w/ bare hands. Ass. super. will discuss issue w/ unit supervisor.
Other	Youth wanted a stick to move owls away from her window.	Youth was offered room change, but thought it wasn't necessary.
Other	His mother will not talk to him, he wants help from staff with this problem and he wants to see his baby.	Didn't intend to file a grievance - would like approval to send letters to his mother and child - youth received a mailing list so the request is no longer an issue.
Other	The youth would like to use calculators during math class.	The use of calculators is up to the teacher's discretion.
Other	The staff made the youth stay in the unit for lunch because he wasn't supposed to go to school, after they allowed him to attend breakfast normally the youth feels this is unfair.	The youth in the unit must stay in the unit for lunch.
Other	Youth is explaining what words he used	Staff doesn't understand the grievance, and wants youth to rewrite the full situation
Other	Youth feels he spends too much time in his room, he would like his requests for his belongings to be answered, he does not get enough food, and the MRVs he has received have all been based on lies	Staffing has been short and when those ratios increase youth will be out of their rooms more, it is possible that the youth is not eligible to receive the things he is requesting, food is given according to national standards, and MRV appeals are investigated and if no evidence is found to support your claim they are upheld
Other	They have to wear shoes in the day room.	The policy states youth must wear shoes in the day room. Slippers are for showers and their room at night.
Other	Another youth has a shoe that has a hole in it.	Will see that the shoe situation is resolved.
Other	The youth is complaining that a staff member was eating lunch in front of her while she was on suicide alert.	This is not a violation of youth's rights, since there was no other faculty available to relieve staff member.
Other	Youth is complaining that staff let another group join youth's group, when it was the other group's turn to be in their room.	It was staff's decision to allow both groups to go to the gym, since both groups had very little problems. This is not a violation of youth's rights.
Other	Youth is complaining that staff ignored him when he wanted to talk.	Staff was busy at the time, staff will return today, and youth doesn't want to speak with other staff.
Other	Youth is complaining that her mail has been returned 2 times because her outgoing zip code keeps changing.	Issue should be resolved.

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
Other	Youth wants to be moved to another cottage.	Cottage assignments are made based on programming and assessment goals and are not a violation of youth's rights.
Other	Youth wants to change cottages.	Cottage assignments are based on programming and assessments goals and are not a violation of youth's rights.
Other	Youth complained that she wanted to change cottages.	Cottage assignments are based on programming and assessment goals and not a violation of youth's rights.
Other	Youth complained that her jeans and extra items are in the storage area.	The jeans had zippers and are not allowed and the other items were in excess and youth will receive them as necessary.
Other	Youth complained that staff would not allow youth to sharpen a pencil.	Youth sharpened pencil anyway. This was not a violation of youth's rights. Staff's paychecks will not be reduced.
Other	Youth complained that staff put her cottage on room restriction.	Youth's group have been disruptive and room restriction is a security measure. This is not a violation of the youths rights.
Other	Youth complained that staff would not help youth with school work.	Youth got mad and was removed to another cottage until youth calmed down.
Other	Youth complained that staff took frosting off her cake.	Frosting got stuck to the plastic wrap. Youth didn't complain until other girls stated they had frosting.
Other	Youth complained that a specific staff member had not taken a break all day.	Staff are permitted to take a break whenever needed.
Other	Youth would like his mothers phone number added to the blue phone.	Youth must fill out a form and file it with the person in charge of this matter.
Other	Youth doesn't want certain staff at her cottage.	Staff assignments aren't a violations of youths rights.
Other	Youth said she was not able to get any Vaseline.	Youth was not allowed, since she was on strategy. Youth received it later in the day.
Other	Youth said that staff would not giver youth any color pencils.	This is not a violation of youths rights. Youth was supposed to ask for those at the desk call and youth didn't.
Other	Youth complained that she is not allowed to braid her hair, use cocoa butter or Vaseline.	Staff will check on cocoa butter and youth is allowed to get Vaseline whenever, but is not allowed to use in hair.
Other	Youth would like to speak to staff about release date because of travel needs for parents to come get him.	Request to move up release date granted because youth responded to treatment well and travel concerns for family.
Other	Complainant witnessed many negative interactions between youth and staff including staff going against therapist recommendations, therapeutic services were directed by an under qualified person who did not take advice from professionals and there is a high therapist turnover rate at this facility and therapists	Staff have been reeducated and will be monitored, program meetings are held regularly and therapists are encouraged to attend, turnover is to be expected and there are therapists who have been at the facility as many as 4 years - Also staff have been retrained in HIPPA regulations and are trained annually

Appendix C: All Complaints and Responses by Complaint Type

Complaint Type	Complaint	Response
	are asked to divulge confidential information for non-treatment purposes	