

JUVENILE COURT HEALTH SERVICES

Subject: YOUTH GRIEVANCES		Original Issue Date: 9/99	Policy # C-120
		Supersedes: 5/21/2021	Effective Date: 1/28/2022
Departments Consulted: Probation Department	Approved By: (Signature on File) Health Services Administrator (Signature on File) Nursing Director	Approved by: (Signature on File) Medical Director	

PURPOSE

To describe a process of how a youth may comment and receive a response about the quality of health care received.

POLICY

All youth have the right to question or complain about the health care that they receive. JCHS will appropriately address those complaints and provide a resolution to the youth.

Probation is responsible for processing grievances according to their existing policies and procedures.

PROCEDURE

- Youth are informed and oriented to the grievance process at admission.
- Youth are assisted in completion of the grievance forms by the probation officers.
- Grievances are collected by the Probation Grievance Officer who will forward the type of grievance to the respective departments.
- Health care grievances are forwarded to the facility's Nurse Manager for review and disposition within 72 hours excluding holidays and weekends.
- JCHS responses will be forwarded back to the Probation Grievance Officer.
- The responses will also be sent to the JCHS Medical Director or designee who will track and trend them for reporting to the JCHS QI Committee.
- Youth will have the opportunity for appealing the response
 - a. Reference Probation Department's Detention Services Bureau Manual/Residential Treatment Services Bureau Manual – Grievance Procedures
 - b. In summary, Probation Grievance Officer will review the response with the youth who will either agree or appeal the response.
 - c. If a youth appeals the response, the Responsible Health Authority will be contacted to assist with the appeal process with the Superintendent/Facility Director for a decision.
- The Grievance Officer will have the youth sign the Grievance Form to close the grievance.
- After signature, the Grievance Officer will include the Responsible Health Authority when submitting the form for filing.

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	Medical Director's Initials: (Initials on File)	

ATTACHMENT

Youth Grievance Form

AUTHORITY

California Code of Regulations, Title 15, Article 5, Section 1361

REFERENCE

Probation Department, Detention Services Bureau Manual - 1715 Youth Grievance Procedures

Probation Department, Residential Treatment Services Bureau Manual – 508 Grievance Procedures

NCCHC Standard Y- A-11

JCHS Nursing Procedure – Access to Care

REVIEW DATES

June 11, 2011; March 21, 2013; May 12, 2018; May 21, 2021; January 28, 2022