



NOTICE OF PUBLIC COMPLAINT PROCESS

The Texas Juvenile Justice Department (TJJD) investigates complaints against county Juvenile Boards relating to the provision of juvenile services in every Texas County. TJJD however, requires that the Juvenile Board be given the preliminary opportunity to resolve all complaints first at the local county level.

In the event you have concern or complaint regarding the provision of juvenile probation, detention or correctional services, please contact the County Chief Juvenile Probation Officer.

*Michael Griffiths, Interim - Executive Director
Dallas County Juvenile Department
2600 Lone Star Drive, Box 5
Dallas, TX 75212*

Telephone: 214-698-2223 / Fax: juvenile_admin_efax@dallascounty.org

In the event you are unable to resolve your concern or complaint with the Chief, you may ask to be placed on the Juvenile Board agenda to present your complaint in person at the next regularly scheduled Juvenile Board meeting by contacting the following Juvenile Board Chairperson or his/her authorized designee at the following address or telephone number:

*Charmaine A. Nichols, Executive Coordinator
Dallas County Juvenile Department
2600 Lone Star Drive, Box 5
Dallas, TX 75212*

Telephone: 214-698-2215 / Fax: juvenile_admin_efax@dallascounty.org

If the Juvenile Board is unable to resolve your concerns, you may file a written complaint against the Juvenile Board with:

*Texas Juvenile Justice Department
Attention: Office of General Counsel
P.O. Box 12757
Austin, TX 78757*

TJJD's investigation is limited to whether the Juvenile Board is in compliance with our agency's administrative standards. TJJD's investigation will not address the appropriateness of a disposition by the Juvenile Court. TJJD does not have the authority to override an order issued by a Juvenile Court.

For more information, please contact the TJJD Legal Help Line at (512) 490-7121.