



**JUSTICE CABINET
DEPARTMENT OF
JUVENILE JUSTICE
POLICY AND PROCEDURES**

REFERENCES:

CHAPTER: Administration	AUTHORITY: KRS 15A.065
SUBJECT: Ombudsman	
POLICY NUMBER: DJJ 133	
TOTAL PAGES: 2	
EFFECTIVE DATE: 12/01/2014	
APPROVAL: Bob D. Hayter	,COMMISSIONER

I. POLICY

The Office of the Ombudsman shall work to ensure fairness and equality in all services and programs provided by the Department of Juvenile Justice and to facilitate communications between the Department, its staff, its clients and their families, governmental bodies, and the general public.

The Office of the Ombudsman shall receive and respond to inquiries and records requests and provide written and oral information to citizens, government agencies, and current or former youth and their attorneys.

II. APPLICABILITY

This policy shall be applicable to all programs and employees of the Department of Juvenile Justice (DJJ), to youth under the supervision, or in the care and custody of the Department, and to the authorized representatives of those youth.

III. DEFINITIONS

Refer to Chapter 100.

IV. PROCEDURES

A. The duties of the Ombudsman assigned to conduct complaint investigations shall include:

1. Report to the Commissioner or designee;
2. Monitor the implementation and use of the Internal Grievance Procedure in all program areas;

POLICY NUMBER DJJ 133	EFFECTIVE DATE: 12/01/2014	PAGE NUMBER 2 of 2
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3. Review the final decision of the facility superintendent concerning an internal grievance to ensure that it complies with policy and procedure, fairness and equality;
 4. Advocate for needed or improved services to clients and their families;
 5. Request corrective action for services not provided according to policy and procedure, fairness and equity, when necessary;
 6. Respond to concerns and complaints from the general public and members of governmental bodies as they pertain to services of the Department;
 7. Coordinate with the Internal Investigation Branch (IIB) to identify complaints received via the 800 hotline that need immediate attention;
 8. Have access to all documents necessary for investigation. All staff shall be required to cooperate on inquiry being made by the Ombudsman;
 9. Community Services, Day Treatment Programs, and all DJJ operated and contracted residential programs shall have access to the Office of the Ombudsman as described in DJJ Policy and Procedures;
 10. Provide training to DJJ employees concerning DJJ Policy and Procedures as they apply to grievances, service complaints, and investigations;
 11. When requested, the Office of the Ombudsman will attempt to mediate disputes between families and service providers representing DJJ.
- B. The duties of the Ombudsman assigned to conduct records requests shall include:
1. Report to the Commissioner or designee;
 2. Receive requests pertaining to:
 - a. Youth under the supervision or care and custody of the Department;
 - b. All open records requests;
 - c. Supervised placement requests; and
 - d. Other requests as appropriate.
 3. Review, refer, and redact confidential information and prepare the outgoing records that are deemed responsive to the request; and
 4. Maintains records and prepares and distributes reports as directed by the Commissioner or designee.

V. MONITORING MECHANISM

The activities of the Office of the Ombudsman shall be monitored by the Office of the Commissioner.