



## **Student Rights and Grievance Process**

### **Lake Granbury Academy at Lake Granbury Youth Services**

- a) You have the right to not be subjected to abuse, neglect or exploitation, including physical and psychological harm, as defined in Chapter 261, Texas Family Code.
- b) You have the right to not be subjected to corporal punishment, harassment, intimidation, threats, harm, assault, and humiliation by any other juveniles or staff.
- c) You have the right to not be subject to humiliating punishment including verbal harassment of a sexual nature or that relates to your sexual orientation.
- d) You have the right to not be subjected to interference with normal bodily functions of eating, sleeping, or bathroom functions by any other juvenile or staff person.
- e) You have the right to not be subjected to punishment that deprives or modifies your meals and snacks.
- f) You have the right to not be subjected to punishment that punishes you for the act of another individual.
- g) You have the right to not be subjected to punishment that deprives or intentionally disrupts scheduled sleeping opportunities.
- h) You have the right to not be subjected to punishment that deprives or intentionally delays mental health services.
- i) You have the right to not be subjected to punishment that imposes physical exercises for purposes of compliance of rules, intimidation, or discipline.
- j) You have the responsibility to follow the rules, procedures and schedules of the facility and its staff.
- k) You have the responsibility to participate in all programs offered by the facility, unless your behavior is disruptive to the group.
- l) You have the responsibility of respecting others and not discriminating against other juveniles or staff, or not using language or behavior in a manner that would imply prejudice or discrimination. Staff and peers are to be addressed by proper names only. For example, a student with the name John Smith will be referred to as Mr. Smith.
- m) You have the responsibility of helping clean and maintain living quarters.
- n) You have the responsibility of asking for medical and dental care when you need it.
- o) You have the responsibility of reporting any infringement of your rights to staff members of the facility.
- p) You have the responsibility of maintaining an acceptable level of personal hygiene.

q) You have the responsibility of following the grievance procedure in making any complaint and of reporting to the supervisor any actions taken against you by other juveniles or staff because of your complaint.

r) You have the responsibility of using the grievance system in the manner of which is intended and not abusing it.

**There are several options for you to report allegations of bullying, abuse, neglect and exploitation, if they do occur:**

- You may tell your Case Manager or another staff so they can report it to the authorities;
- If you are not comfortable in talking to a staff member, you may use the facility grievance system which is detailed and explained below;
- If you are not comfortable in talking with a staff member or using the facility grievance system, you may talk to your juvenile probation officer or parent; or
- You may also use the Texas Juvenile Justice Department's toll-free phone number to call and report abuse, neglect or exploitation at 1-877-786-7263.

## **Grievances**

You have the right of confidentiality in filing a grievance and shall not face punishment or retaliation for participating in the grievance process. Students have the right to a formalized grievance process to address students' complaints about their treatment and facility services. The grievance process utilizes methods of resolving complaints in a prompt and fair without fear of reprisal.

Upon following the facility's grievance process and the student is not satisfied with the decision made, the student shall have the right to appeal the decision in accordance to the facility's student grievance appeal process.

A grievance is defined as a circumstance or action that is considered to be unjust and grounds for complaint or resentment. You have the right to file the grievance without threat of revenge.

### **The Grievance Procedure:**

a) Complete the grievance form which can be obtained in the cottage at any time.

b) Place the completed grievance in the designated grievance box in your cottage. The boxes will be checked seven (7) days a week by the Case Manager or designee.

c) The Case Manager or designee will respond to and investigate the grievance within **96** hours of the Case Manager /designee receiving the grievance. If the grievance concerns a staff that is off duty, the grievance will be addressed upon their return to work.

d) If a student has a grievance, they want to file against the Case Manager and they do not feel comfortable in submitting the grievance in the grievance box located in the student's cottage, they can submit it to the Program Director or to the Director of Student Services.

e) The Case Manager or designee will speak to you, and you will sign the form, accepting the resolution, or appealing the outcome.

f) Upon acceptance, the grievance form will be filed in the grievance book in numerical order and logged on the grievance tracking system with the date the grievance is received.

- g) If you are not satisfied with the designee's response, an appeal can be filed with the Director of Student Services. The Director of Student Services will respond in writing within **72** hours of the initial date and time of when the Case Manager received the Grievance.
- h) If you continue to remain unsatisfied with the response, a last appeal can be filed with the Program Director. The Program Director will review the grievance and make the final decision. The Program Director will respond in writing within **72** hours of the initial date and time of when the Case Manager received the Grievance.
- i) A copy of all written grievances will be placed in a grievance log book, a copy given to you, a copy placed in your permanent file, and in some cases a copy will be forwarded to your probation officer.
- j) If you believe that you have gone through all of the levels of appeal and feel that your civil rights have been violated and you are still in jeopardy, you will not be prevented from contacting your probation officer or attorney.
- k) Grievances are official documents and all grievances will be taken seriously.