

**WILLIAMSON COUNTY JUVENILE SERVICES**  
**Juvenile, Parent, Community Grievance Report**

If you have a grievance, complaint, or concern about the services provided, or feel that your child's case has been handled improperly, and you have tried, unsuccessfully, to resolve it informally by talking with a Juvenile Services staff member, please answer the following:

**1. General Information:**

Your Name: \_\_\_\_\_

Home Phone #: \_\_\_\_\_ Work Phone #: \_\_\_\_\_

Other Phone # where you can be reached: \_\_\_\_\_

Does this grievance concern your child?     YES /  NO

- If YES, what is your child's name: \_\_\_\_\_

**2. Who** (*department employee(s)*) have you already spoken to in an effort to resolve this grievance / problem / concern ?

\_\_\_\_\_

\_\_\_\_\_

**3. When** (date & time) did you meet or speak with this person(s)?

\_\_\_\_\_

**4. What** is your grievance / problem / concern?

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5. **What** do you think should be done about your grievance / problem / concern? (*continued*)

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6. **Which Division Director** was this report given to? (Please mark one)

- |                          |                  |   |                |
|--------------------------|------------------|---|----------------|
| <input type="checkbox"/> | Matt Smith       | <b>Mental Health Services</b> concerns      | (512) 943-3285 |
| <input type="checkbox"/> | Samara Henderson | <b>Court &amp; Field Services</b> concerns  | (512) 943-3205 |
| <input type="checkbox"/> | Kurt Hundl       | <b>Juvenile Detention</b> concerns          | (512) 943-3284 |
| <input type="checkbox"/> | Michael Pena     | <b>TRIAD / TRINITY</b> concerns             | (512) 943-1941 |
| <input type="checkbox"/> | Allen Bijou      | <b>Academy / J.J.A.E.P.</b> concerns        | (512) 943-3273 |
| <input type="checkbox"/> | John Pelczar     | <b>Financial / Business Office</b> concerns | (512) 943-3204 |

\_\_\_\_\_

Your Signature Today's Date

**NOTE:** The above staff person will be in contact with you no later than 10 working days from the date they receive this report to inform you of what steps or actions have been taken to correct your grievance / problem / concern.