



STATE OF OKLAHOMA
OFFICE OF JUVENILE AFFAIRS

CENTRAL OKLAHOMA JUVENILE CENTER
700 South 9th Street
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TO: COJC Department Heads
Youth Guidance Specialist IVs
Juvenile Justice Specialists
Kyle Kendrick, Fire Prevention & Security Officer

FROM: James Johnson, Superintendent
Central Oklahoma Juvenile Center

DATE: September 24, 2009

SUBJECT: Issues with Grievances

c: Michael Robinson, Advocate Defender
file

A recent OCCY report cited the following areas of concern regarding grievances:

1. *Resolutions did not adequately address the issues.*
When attempting to resolve a grievance, a specific resolution should be given. General statements, such as “resident needs to work the program”, etc. should not be given. Every attempt should be made to resolve the issue, if possible.
2. *Grievances were not completed within the required timeframe.*
The required timeframe for grievances is three working days. This does not include weekends or holidays. The due date is indicated on the grievance. Mr. Robinson sends a copy of the grievance log to the Superintendent’s office each week and reminders are sent to those with outstanding grievances. The number of late grievances has decreased since this practice began, however, in an effort to further decrease the number of late grievances, the following step will be added: Effective immediately, when a grievance is not completed by the due date, the responsible person will email the Superintendent and Deputy Superintendent indicating why the grievance is late, as well as the projected completion date of the grievance.

Please sign the attached Certificate of Acknowledgment indicating you have received this memo and understand such. Certificates are to be returned to the Superintendent’s office no later than October 1, 2009.

If you have any questions, please advise.

