

	State of Indiana Indiana Department of Correction Division of Youth Services	Effective Date	Page 1 of	Number
		4/1/2022	1	1.22Y
HEALTH CARE SERVICES DIRECTIVE-YOUTH SERVICES Manual of Policies and Procedures				

Title YOUTH GRIEVANCE PROCESS

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5	01-02-101	National Correctional Healthcare Standards

I. PURPOSE:

This Health Care Services Directive (HCSD) describes the required adherence to the Department's Grievance Process.

II. GUIDELINES:

- A. The Department's grievance process is described in detail in Policy and Administrative Procedure 03-02-105, "The Youth Grievance Process." Health Services personnel shall adhere to the policy and administrative procedure.
- B. When a Health Services employee receives a concern from a youth or any other individual, the Health Services employee is expected to review the concern and address significant issues even if the grievance process is not initiated.
- C. The Health Services Administrator shall maintain a log of grievances received and respond to the appropriate authority within five (5) business days of receiving a grievance.
- D. Grievances shall be reviewed by the facility's Quality Assurance Committee.
- E. Health Services staff shall respond to attempts at informally resolving grievances in a timely manner.

III. APPLICABILITY:

This HCSD is applicable to all facilities providing Health Services to youth.

signature on file

 Kristen Dauss, MD
 Chief Medical Officer

 Date