

EL PASO COUNTY JUVENILE PROBATION DEPARTMENT
Juvenile, Parent, Community Grievance Report

If you have a grievance, or feel that your child's case has been handled improperly, please complete the following steps:

Please answer each of five (5) following sections:

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?

(Use additional sheets of paper if required)

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

(Use additional sheets of paper if required)

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You can mail or fax this report to the attention of: *(mark one)*

- Marc Marquez, Deputy Chief Juvenile Probation Officer
- Louis John Castillo, Facility Administrator for **Detention/Medical**
- Michael Tillman Facility Administrator for the **Challenge Academy**
- Janel Morgan, **Probation** Services
- Linda Garcia, Director of **Intake Services**

NOTE: The above Director / Supervisor 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.

Please submit form by mail, fax or in person to:
El Paso County Juvenile Probation Department
6400 Delta Dr.
El Paso, Texas. 79905
(915) 849-2500 Fax (915) 849-2577

Please print your name

Date

Please sign your name

Date