

How does an offender seek problem resolution?

The Offender Grievance Program was developed to enhance lines of communication between staff and offenders by providing a resource within the TDCJ for resolving concerns of offenders affecting their incarceration.

The grievance process provides the offender an opportunity for problem resolution at two distinct administrative levels.

Step 1 allows the offender to request relief from unit administration. **Step 2** affords the offender an appeal process to Central administrative staff. The offender completes a grievance form and submits the completed form to the Unit Grievance Investigator. Offenders receive a written response which they may appeal to Step 2 if desired.

By encouraging offenders to utilize this process, you provide them an opportunity for enhancing their skills in responsible problem resolution.

HOW TO CONTACT A TDCJ OMBUDSMAN

Please submit inquiries in writing

For expediency, it is best to attempt to resolve issues and obtain information at the unit or supervising parole office. However, if this is not possible, contact one of the following:

TDCJ Ombudsman Office

General issues concerning the agency's operation, policies and procedures. Issues from the public relating to secure facilities (prison units, state jails, and substance abuse felony punishment facilities), and any specific concerns regarding offenders confined in these types of facilities.

**P.O. Box 99, Huntsville, TX 77342-0099
(936) 437-4927~~(325) 223-1334 fax
ombudsman@tdcj.texas.gov**

Bilingual Staff Available –Se habla Español

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TDCJ Parole Division Ombudsman

Issues from the public relating to parole supervision. May also respond to concerns from offenders on parole or mandatory supervision.

**P.O. Box 13401, Austin, TX 78711
(512) 406-5795 ~~ (512) 406-5858 fax
parole.div@tdcj.texas.gov**

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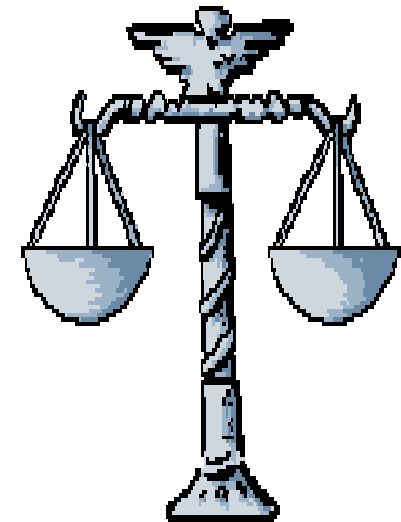
General offender status information may be obtained at www.tdcj.texas.gov

Agency Toll-Free Telephone Number
1-800-535-0283

Texas Department of Criminal Justice



TDCJ Ombudsman Office



Authority
*Texas Government Code
Section 493.016, Chapter 552*



MISSION

In accordance with Section 493.016 of the Texas Government Code, the TDCJ Ombudsman Program provides a single point of contact for elected officials and members of the general public who have inquiries regarding the agency, offenders or staff. When necessary, investigations shall be coordinated through appropriate TDCJ officials. The TDCJ Ombudsman Offices strive to provide timely responses to the public.

Ombudsman information is provided to you in accordance with Section 493.016, Texas Government Code, and Agency policy. The TDCJ Ombudsman office facilitates the provision of information to the public in response to specific inquiries regarding the agency, offenders, or staff. This office also provides resolution regarding written complaints from families and friends of offenders. Investigations are coordinated through the appropriate TDCJ officials. Responses will be provided within ten working days. Confidentiality requirements can restrict some information from being released.

An Ombudsman may:

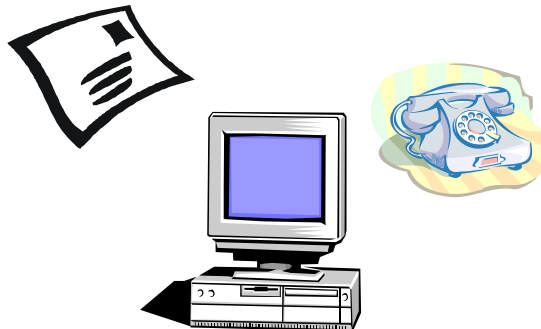
- ◇ Act as a liaison between TDCJ and the general public;
- ◇ respond to information inquiries regarding agency policies, procedures, or actions;
- ◇ respond to questions concerning a specific offender;
- ◇ facilitate problem resolution;
- ◇ make appropriate referrals to agency staff;
- ◇ act as a contact and information resource for special interest groups;

~~ AND ~~

Gather information from several sources within the Agency to provide concise answers to an inquiry, thereby eliminating the need for the requestor to contact different areas of TDCJ.

An Ombudsman cannot:

- ◇ Override decisions made by appropriate authorities (i.e., Judges, Board of Criminal Justice, Office of Inspector General staff, etc.).
- ◇ Handle issues outside the oversight of the Texas Department of Criminal Justice.



Did you know?

TDCJ has an Internet website that provides information about its programs, policies, and administrative staff. You may find many answers to your questions at

www.tdcj.texas.gov

Whom do I contact if I have questions regarding an offender?

Many concerns can best be addressed by contacting unit administrative staff at the offender's unit of assignment, by telephone or mail. Addresses and telephone numbers for agency facilities are found on the TDCJ website or are available by contacting the Ombudsman Office.

What if I have contacted the unit and I would like additional assistance?

Contact the appropriate Ombudsman Office.

