



## **TBCJ - OFFICE OF THE INDEPENDENT OMBUDSMAN**

**TO SHARE INFORMATION/CONCERNS**

**CONTACT: UNIT FAMILY LIAISON OFFICER OR UNIT ADMINISTRATION**

**FOR PROBLEM RESOLUTION, INMATES SHOULD:**

- Attempt to solve problems informally with the unit staff.
- If further resolution is required, file a formal grievance.

**By encouraging inmates to utilize the grievance process,  
they receive an opportunity to enhance their skills in responsible problem resolution.**

**IF ADDITIONAL ASSISTANCE IS NEEDED, CONTACT:**

### **TBCJ – Office of the Independent Ombudsman (OIO)**

Issues from the public relating to secure facilities (prison units, state jails, and substance abuse felony facilities) and any specific concerns regarding inmates confined in these types of facilities as well as Parole or mandatory supervision.

TBCJ Office of Ombudsman  
P.O. Box 99  
Huntsville, TX 77342-0099  
(936) 437-4927  
(936) 437-4930 fax  
ombudsman@tdcj.texas.gov

**\*\*Bilingual Staff Available – Se habla Espanol\*\***

General Inmate Status information may be obtained at [www.tdcj.state.tx.us](http://www.tdcj.state.tx.us) or toll-free at 1-800-535-0283.