

# THE OMBUDSPERSON CAN HELP!

**HAVE A QUESTION OR CONCERN WITH HOW YOU ARE BEING TREATED OR THE CONDITIONS OF A JUVENILE JUSTICE FACILITY?**

**CALL THE OMBUDSPERSON!**

## WHAT IS AN OMBUDSPERSON?

A person whose job it is to help you if you are in a juvenile justice facility in California and need help to solve problems with how you are being treated.

## THE OMBUDSPERSON WILL:

- Keep the things you discuss confidential.
- Help try to solve the problem.
- Help you understand your rights.
- Answer your questions.

## THE OMBUDSPERSON CANNOT:

- Give legal advice or change court orders.
- Investigate complaints about attorneys or judges.

## THE PROCESS:

- You call or email us about a problem.
- The Ombudsman will speak with you to get information about the problem.
- The Ombudsman will do research and may investigate the complaint and attempt to resolve the problem.
- The Ombudsman will follow up with you.

The Ombudsman is an independent problem-solver responsible for investigating complaints and attempting to resolve them for the people involved. As a youth in a juvenile justice facility, you have the right to ask a question or file a complaint with the Office of Youth and Community Restoration (OYCR) Ombudsman if your rights have been violated or ignored or you are concerned about the condition of the facility you are in. You cannot be punished or threatened for making a complaint. If you are not sure how we can help, please call.

## GET IN TOUCH!



1-844-402-1880



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