



NOTICE OF PUBLIC COMPLAINT PROCESS

The Texas Juvenile Justice Department (TJJD) investigates complaints against county juvenile boards relating to the provision of juvenile services in every Texas county. TJJD, however, requires that the juvenile board be given the preliminary opportunity to resolve all complaints first at the local county level.

In the event you have a concern or complaint regarding the provision of juvenile probation, detention or correctional services, please contact the county Chief Juvenile Probation Officer.

Cory J. Burgess
Chief Juvenile Probation Officer
2515 S. Congress Avenue
Austin, Texas 78704
cory.burgess@traviscountytx.gov
(512) 854-7000

In the event you are unable to resolve your concern or complaint with the Chief, you may ask to be placed on the juvenile board agenda to present your complaint in person at the next regularly scheduled juvenile board meeting by contacting the following juvenile board chairperson or his/her authorized designee at the following address or telephone number:

Judge Maria Cantú Hexsel, 53rd District Court Chair
Travis County Juvenile Board
PO Box 1748
Austin, Texas 78704
maria.cantuhexsel@traviscountytx.gov
(512) 854-7278

If the juvenile board is unable to resolve your concerns, you may file a written complaint against the juvenile board with:

Texas Juvenile Justice Department
Attention: Office of General Counsel
P. O. Box 12757
Austin, TX 78757

TJJD's investigation is limited to whether the juvenile board is in compliance with our agency's administrative standards. TJJD's investigation will not address the appropriateness of a disposition by the juvenile court. TJJD does not have the authority to override an order issued by a juvenile court.

For more information, please contact the TJJD Legal Help Line at (512) 490-7121.