



## DJJ OFFICE OF THE OMBUDSMAN

The Office of the Ombudsman will serve as a neutral party that will receive, and address complaints or concerns involving situations where the health, safety, welfare, or rights of a youth have been negatively affected.

The Office of the Ombudsman will monitor the implementation of DJJ policy and advocate for the change of policy to ensure that the rights of youth, staff, and concerned citizens are protected.

**The DJJ Ombudsman is dedicated to fairness and serves to uphold the public trust by showing compassion, maintaining confidentiality, and remaining neutral.**

### OUR MISSION:

To transform young lives by providing evidence-based rehabilitative treatment services and supervision, strengthening the well-being of youth and families, and fostering safe communities.

### AGENCY VISION:

The Georgia Department of Juvenile Justice strives to foster healthy relationships among families, staff and communities to create a brighter future for our youth.

### CONTACT US



1 (855) 396-2978  
[djjombudsman@djj.state.ga.us](mailto:djjombudsman@djj.state.ga.us)

### OFFICE OF THE OMBUDSMAN

**DEPARTMENT OF  
JUVENILE JUSTICE**  
**3408 Covington Hwy  
Decatur, GA 30032**

GA DJJ OFFICE OF COMMUNICATIONS - 2025



# OFFICE OF THE OMBUDSMAN

# GEORGIA DEPARTMENT OF JUVENILE JUSTICE

SHAWANDA REYNOLDS-COBB,  
COMMISSIONER

Tamica A. Coleman,  
Ombudsman Director



# The Office of the Ombudsman acts as point of contact for:

- Families and loved ones of young offenders
- Juvenile Advocates
- Parties reporting concerns and complaints of wrongdoing, misconduct or negligence alleged against DJJ staff

## How to file a complaint/concern:

- **Online form**- submission through DJJ website at [djj.georgia.gov](http://djj.georgia.gov)
- **Email**- [djombudsman@djj.state.ga.us](mailto:djombudsman@djj.state.ga.us)
- **Phone**- 1 (855) 396-2978

## Before filing a complaint, you must:

- File a **Grievance** at the facility.
- Attempt to resolve the issue with the Facility Director.
- Attempt to resolve the issue with the Juvenile Program Manager.

## FREQUENTLY ASKED QUESTIONS

### Q. While my child is detained at a YDC or RYDC, can the work he/she completes while detained be transferred to their home school once they are released?

A. As Georgia's 181st school district, DJJ offer youth in our custody the opportunity to earn a high school diploma from a system accredited by both the Southern Association of Colleges and Schools (SACS) and Correctional Education Association (CEA). Students can also earn a GED, Career, Technical and Agricultural Education (CTAE) certificates and college credit hours.

### Q. My child has been diagnosed with depression and has been prescribed medication. While in detention, will he/she be able to receive their medication, and does DJJ have doctors that can handle their behavioral health needs?

A. Yes. All DJJ detention facilities have a behavioral health program. From the moment a youth enters a detention center, the process for assessing their mental health needs begins. Your child will be evaluated by masters-level mental health clinician and by a psychiatrist and you will be contacted to discuss your child's medication.

## FAQ CONTINUED

### Q. Does each youth have a right to religious services?

A. Yes. A youth's attendance in religious services within facilities is voluntary. DJJ employs a full-time non-denominational chaplain.

### Q. Will my child's juvenile record be sealed?

A. A youth's juvenile record may be sealed. Once the youth's case has been closed, he/she will need to demonstrate a period of two years of behavior without any further law violations or pending proceedings against them for conviction or adjudication in order for the youth to be deemed rehabilitated. At this time of rehabilitation, the youth may petition the juvenile court to seal the record.

### Q. Can my child's supervision be terminated early?

A. Probated and designated felony youth supervision can only be terminated by the juvenile court who placed the youth under court orders. Committed youth supervision may be terminated early by DJJ if the youth has met conditions of supervision as outlined by their probation officer.

### Q. While my child is under supervision, can they move out of the state of Georgia?

A. Yes. A youth seeking to move out of state must obtain approval from their Juvenile Probation Officer prior to moving, and/or the juvenile court prior to moving.