

Information for Residents

What to do if you have a concern or complaint related to safety, resident rights, or basic services:

Immediate Danger, Abuse, or Criminal Activity: If you or someone else is in immediate danger or has been a victim of abuse, first tell staff or a trusted adult.

1. MN Department of Human Services (DHS): To report maltreatment, neglect, or abuse of minors, you or a trusted adult can call 651-431-6600 to report to DHS. You have the right to make this call in private.
2. Local Authorities: If you believe facility staff have done something illegal, tell another staff, a supervisor, a parent, guardian, or other trusted adult. You or they can contact the appropriate local law enforcement office.

Compliance with Rules and Resident Rights

1. Grievance Process: First follow the facility grievance process. All facilities are required to have a grievance process and are required to notify you about it. Using it protects you and ensures that the process works.
2. MN Department of Corrections Inspection and Enforcement (MN DOC I&E): If you think the facility is violating resident rights, and you have already filed a facility grievance, you can report it to MN DOC I&E by emailing them at IE-Support.DOC@state.mn.us or writing to them at:

MN DOC Inspection and Enforcement Unit
1450 Energy Park Drive, Suite 200
St. Paul, MN 55108
More info. at <https://mn.gov/doc/staff-partners/licensing/inspection-enforcement/>

3. Ombuds for Corrections (OBFC): If the facility is following resident rights, but you believe it is unreasonable, unfair, does not work well, or is problematic, you can find more information at <https://mn.gov/obfc/> or write to the OBFC at:

MN Office of the Ombuds for Corrections
540 Fairview Ave N, Suite 202
St. Paul, MN, 55104

If you have questions about where or how to report concerns regarding a juvenile local correctional facility **or if you need assistance** in filing a complaint, you can contact the Office of the Ombuds for Corrections by phone 651-539-4520 ext. 1, by email at OBFCComplaints@state.mn.us or by mail at the address above.

The Minnesota Office of the Ombuds for Corrections (OBFC) is a neutral and independent investigator of complaints regarding correctional agencies licensed by the state. The mission of the OBFC is “to promote the highest attainable standards of competence, efficiency, and justice in the administration of corrections.”