

# TEXAS COMMISSION ON JAIL STANDARDS

EXECUTIVE DIRECTOR  
Brandon S. Wood



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## TECHNICAL ASSISTANCE MEMORANDUM #24-08

To: All Sheriffs and Jail Administrators  
From: Brandon Wood, Executive Director  
Date: December 3, 2024

RE: Prioritizing Complaints

Complaints are prioritized based on their severity level. Level I complaints will receive the highest priority. The complaint inspector may escalate a complaint at any time.

- Level I complaints include life safety, personal injury, and health hazards. For a level I complaint, the complaint investigators are instructed to notify the county as soon as possible. The county is required to acknowledge receipt of the complaint. Once the emergent part of the complaint is addressed, a complete and thorough investigation will be completed with a response from the county within 5 business days.
- Level II complaints would include overcrowding, classification, or supervision. Level II complaints will be considered Urgent. The investigator will notify the county of the complaint and will request a response within 5 business days.
- Level III Complaints include all other complaints not listed in levels I and II. For a Level III complaint, the investigator will notify the county of the complaint and request a response within 10 business days.

You may contact Assistant Director Ricky Armstrong at [ricky.armstrong@tcjs.state.tx.us](mailto:ricky.armstrong@tcjs.state.tx.us) if you have questions or need additional information.