

# TEXAS COMMISSION ON JAIL STANDARDS

EXECUTIVE DIRECTOR  
Brandon S. Wood



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## TECHNICAL ASSISTANCE MEMORANDUM #25-01

To: All Sheriffs and Jail Administrators  
From: Brandon Wood, Executive Director *B*  
Date: 05/07/2025

RE: Complaint Documentation

In response to the overwhelming number of complaints received, we are updating our procedures to ensure a more efficient and thorough investigation process. We ask for your cooperation to achieve this goal.

Moving forward, complaints will be sent to your agency through our file share program called Box. Notifications will be addressed to both the Sheriff and Jail Administrator. It is your responsibility to investigate the complaint or ensure an investigation is conducted, and to return the findings to the Commission within the specified timeframe indicated in the Box notification. In your response, please include the following:

1. **Summary of the Complaint:** A concise description of the issue.
2. **Findings:** A summary of your investigation's results.
3. **Supporting Documentation:** All evidence supporting your findings, which may either confirm areas of concern or refute the complaint.

Please note:

- If supporting documentation is not provided and the Commission determines the complaint to be founded due to insufficient evidence, your agency may receive either Technical Assistance or a notice of non-compliance.
- In cases where a notice of non-compliance is issued, your agency may submit documentation through the appeal process within 5 days for review.

However, there will be **no appeal process** for Technical Assistance issued due to a failure to provide adequate documentation in response to a complaint.

We appreciate your attention to this matter and your continued efforts to uphold the standards of your facilities. Should you have any questions or require clarification, please do not hesitate to contact us.

Below is an example of the type of documentation TCJS is looking for when answering complaints. This list is not a comprehensive list. If you have documentation you feel is relevant, please include the documentation.

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## Medical Complaint

- Initial medical intake / suicide screening form
- TUSHU (if transported from another agency)
- CCQ
- Magistrate notification
- MARS
- Doctor's orders
- Blood pressure, blood sugar, dressing change log
- Hospital discharge papers
- Mental health assessment
- Sick calls
- Please confirm if your medical provider has a policy or standing order regarding inmate diagnoses. If so, please provide the relevant documents.

## Staffing

- Shift rosters
- Inmate Population

## Food

- Food menu
- Dietitian license
- May require pictures

## Sanitation

- Cleaning supply log (if applicable)
- Pest control records
- May require pictures of area in question

## Disciplinary

- Incident report
- Disciplinary and disposition

## Maintenance

- Work order
- Purchase order
- Picture of boiler temperature
- Picture of AC temperature
- May require picture of maintenance issue
- Temperature logs (if applicable)

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Judge Bill Stoudt, Longview, Chair  
Dr. Esmail Porsa, M.D., Houston, Vice-Chair  
Ross Reyes, Melissa

Sheriff Kelly Rowe, Lubbock  
Vacant  
Patricia M. Anthony, Garland

Commissioner Ben Perry, Waco  
Duane Lock, Southlake  
Monica McBride, Alpine

"The Commission on Jail Standards welcomes all suggestions and will promptly respond to all complaints directed against the agency or any facilities under its purview".  
*To empower local government to provide safe, secure and suitable local jail facilities through proper rules and procedures while promoting innovative programs and ideas*

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## Laundry

- Laundry schedule
- Laundry logs (if applicable)

## Hygiene

- Hygiene log
- Indigent log
- Haircut log
- Toilet paper log
- Shower log
- Answered request showing inmate received items

## Visual Observations

Include electronic and written logs

- Restraint chair Log
- Suicide observation log
- 60-minute rounds
- 30-minute rounds
- Or other timed rounds in accordance with your operation plans.