



**PROBATION  
OVERSIGHT  
COMMISSION**  
OF LOS ANGELES COUNTY

# A Procedural Report on Grievances and Complaints

A Summary of the Los Angeles County  
Probation Department's Current  
Grievance and Complaint Processes

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## Table of Contents

<b>List of Acronyms .....</b>	<b>3</b>
<b>Introduction/Summary.....</b>	<b>4</b>
<b>Grievance and Complaint Procedures .....</b>	<b>6</b>
<b>Grievances While Detained in a Camp or Hall.....</b>	<b>6</b>
Grievance Submission .....	6
Grievance Investigation .....	7
Grievance Processing.....	8
Grievance Resolution.....	9
<b>Sexual Assault and Sexual Harassment - Prison Rape Elimination Act (PREA) .....</b>	<b>9</b>
PREA Reporting of Sexual Abuse or Sexual Harassment .....	10
Response .....	11
Medical and Mental Health Care Responsibilities .....	12
<b>Grievances - Internal Affairs (IA).....</b>	<b>12</b>
<b>Complaints.....</b>	<b>13</b>
Office of the Ombudsperson .....	13
Receipt of Complaints .....	13
Investigation of Complaints .....	14
<b>Complaints - Internal Affairs.....</b>	<b>15</b>
<b>Appendices.....</b>	<b>16</b>
Appendix A. Juvenile Hall/DSB Grievance Process .....	16
Appendix B. Camp/RTSB Grievance Process .....	17
Appendix C. Camps-Appeals Process Illustration.....	18
Appendix D. Juvenile Halls- Appeals Process Illustration .....	19
Appendix E. Sexual Assault and Sexual Harassment Reporting Process .....	20
Appendix F. Sexual Assault and Sexual Harassment Response Illustration.....	21
Appendix G. Complaints Illustration.....	22
Appendix H. Citizen’s Complaint Form .....	23
Appendix I. Internal Affairs Incident Report .....	24

### List of Acronyms

<b>AD</b>	<b>Assistant Director</b>
<b>BOS</b>	<b>Board of Supervisors</b>
<b>DCFS</b>	<b>Department of Children and Family Services</b>
<b>DJHS</b>	<b>Department of Juvenile Health Services</b>
<b>DMH</b>	<b>Department of Mental Health</b>
<b>DPO</b>	<b>Deputy Probation Officer</b>
<b>DSO</b>	<b>Detention Services Officer</b>
<b>DSB</b>	<b>Detention Services Bureau</b>
<b>GO</b>	<b>Grievance Officer</b>
<b>IA</b>	<b>Internal Affairs</b>
<b>JIGS</b>	<b>Juvenile Institutional Grievance System</b>
<b>LACOE</b>	<b>Los Angeles County Office of Education</b>
<b>OD</b>	<b>Officer of the Day</b>
<b>OIG</b>	<b>Office of the Inspector General</b>
<b>PEMRS</b>	<b>Probation Electronic Medical Records System</b>
<b>PIC</b>	<b>Probation Information Center</b>
<b>PIN</b>	<b>Preliminary Incident Notification</b>
<b>PIRS</b>	<b>Probation Incident Reporting System</b>
<b>POC</b>	<b>Probation Oversight Commission</b>
<b>PREA</b>	<b>Prison Rape Elimination Act</b>
<b>RTSB</b>	<b>Residential Treatment Services Bureau</b>
<b>SAB</b>	<b>Sexually Aggressive Behavior</b>
<b>SCAR</b>	<b>Suspected Child Abuse Report</b>
<b>SDPO</b>	<b>Supervising Deputy Probation Officer</b>
<b>SDSO</b>	<b>Supervising Detention Services Officer</b>
<b>SIR</b>	<b>Special Incident Report</b>
<b>SIU</b>	<b>Special Investigation's Unit</b>
<b>Sr. DSO</b>	<b>Senior Detention Services Officer</b>
<b>VV</b>	<b>Vulnerable to Victimization</b>
<b>WIC</b>	<b>Welfare and Institutions Code</b>

## Introduction/Summary

The Probation Oversight Commission (POC) was established by the Los Angeles County Board of Supervisors in 2020 as a result of the work from the Probation Reform Implementation Team (PRIT) and a motion of the Board of Supervisors (BOS). The POC launched in early 2021 to advise and monitor the Los Angeles County Probation Department's progress on systemic reform. The BOS gave the POC the power to review departmental policies and practices, manage inspections, investigate critical matters, receive and review grievances, and compel data including the power to subpoena necessary information and engage the public through reporting and regular meetings.

Among the POC's goals is to promote transparency about the Probation Department's policies and practices including the grievance and complaint process. Eventually, the ordinance and motions creating the POC envision an external grievance process in which the POC would work with the Office of the Inspector General to receive and investigate complaints outside of the department. This remains a long-term goal contingent on staffing and capacity of the POC and OIG and approval by the BOS of the process, but the POC has begun by reviewing the current grievance and complaint processes and presents a summary of those findings in this report.

This report differentiates between grievances and complaints because the distinction between the two in the Probation Department is significant. "Grievances" include only those concerns lodged by a youth in custody at a juvenile hall or camp. Although similar, the grievance procedure differs at the juvenile halls and camps, thus we provide in this report two separate illustrations to show the grievance procedure and appeals process at each. One aspect of the grievance process at the halls and camps is complicated to explain in these illustrations: verbal grievances. After multiple conversations and site visits, we note that verbal grievances are common, vary significantly in terms of seriousness and legitimacy, and are, by policy and in practice, generally addressed immediately and at the lowest level possible. However, the process for tracking and logging verbal grievances varies among the facilities.

"Complaints" include all other concerns lodged by youth or adults on field probation, caregivers or family members of youth or adults on probation or incarcerated in facilities, attorneys or other professionals, or any other person. Complaints can be made through a variety of different channels. This report will describe and illustrate the processes for both grievances and complaints.

Also addressed in this report is the Prison Rape Elimination Act (PREA) of 2003, a federal law to prevent, detect, and respond to sexual abuse and harassment in correctional systems. PREA provides the Probation Department with tools and direction when handling sexual abuse and sexual harassment complaints. Correspondingly, the Probation Department has policy guiding staff with the implementation of this mandate and its tools.

**“Our lives begin to end the day we become silent about things that matter.” – Dr. Martin Luther King Jr.**

## Grievance and Complaint Procedures

The Los Angeles County Probation Department has several policies and practices in place by which people can share different types of concerns.

- The Department has a **Grievance** procedure through which a youth who is physically in a juvenile camp or hall can express a concern by filling out a form on paper or on-line.
  - In the camps and halls, the instructions and forms are posted in English and Spanish in the dormitories and in many other locations where youth congregate.
- The Probation Department also has a **Complaint** procedure which can be accessed online by all and for all through the [Citizen's Complaint Form](#).
  - This Citizen's Complaint Form can be completed and submitted to the Probation Department's Ombudsperson via email to [Ombudsman@probation.lacounty.gov](mailto:Ombudsman@probation.lacounty.gov) or by mailing it to the Probation Department's Headquarters at 9150 East Imperial Highway, Downey, California 90242. A Citizen's Complaint form is not required to submit a complaint.
  - A complaint may also be filed by calling the Ombudsperson at 877-822-3222.
- **Employee** misconduct can be reported to Internal Affairs (IA) by submitting an [online referral](#).<sup>1</sup>
  - The referral can be submitted online or mailed to 9150 East Imperial Highway, Downey, California 90242.
- Members of the public and youth in facilities can also contact the Office of the Ombudsperson by phone or email as an additional resource to assist with addressing concerns and in routing concerns to the appropriate venue when necessary.
- The Probation Department provides contact information for the Office of the Inspector General (OIG) on their complaint/compliment web page. While the OIG does not yet have a formalized process for processing complaints about the Probation Department, staff of the OIG do investigate some complaints.<sup>2</sup>

## Grievances While Detained in a Camp or Hall<sup>3</sup>

Youth detained in juvenile camps and halls receive instruction on the grievance procedures at their initial orientation. The grievance procedures at the halls and camps follow similar procedures, nevertheless, there are differences, thus this report will illustrate them separately.

### Grievance Submission

Grievance instructions and forms are posted in youth dormitories and all areas of youth congregation. Youth have various ways to file a grievance:

- **Grievance Box:** Youth may fill out a grievance form and drop it off inside a locked grievance box.

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<sup>1</sup> This report will not include a review of Internal Affairs procedures.

<sup>2</sup> This report will not include a review of OIG's complaint investigation procedures.

<sup>3</sup> Information procured from [DSB-1700](#), [RTSB 500-11](#), and from [County of Los Angeles Probation Department Directive 1386](#)

- **Staff:** Youth may hand their written grievance to a Probation staff member. Youth may also hand their grievance to a non-Probation staff member, who will in turn provide it to the Assistant Director (AD) or Camp Director at camps and the Officer of the Day (OD) or Director at halls.
  - Youth may also verbally communicate a grievance to Probation staff, who will handle the grievance if they can. This is reflected in the policy, that the grievance should be handled at the lowest and most immediate level possible. If the staff member cannot address the grievance, they may complete the grievance form on behalf of the youth and provide the form to the grievance officer for processing.<sup>4</sup>
- **LACOE Computer:** Youth may also submit a grievance electronically by logging into the Juvenile Institutional Grievance System (JIGS) through their LACOE computer during school time. This will result in the grievance officer receiving an email with the grievance at least once a day.

### Grievance Investigation

All grievances related to health and safety issues must be addressed immediately.<sup>5</sup> Grievances are collected at least daily from the grievance boxes by the Grievance Officer at juvenile halls or the assigned Supervising Deputy Probation Officer (**SDPO**) at camps (per policy and in practice there is a grievance officer assigned at each facility, including the camps).

- Grievances should be reviewed, and a response should be provided either at the end of the Grievance Officer's/SDPO's shift or within three business days, or two business days if grievance is filed with a SDPO or Supervising Detention Services Officer (SDSO).
- Grievances shall not be heard by a person directly involved in the circumstances that led to the grievance.
- If there is more than one complaint on the grievance form, each complaint is to be addressed individually.

The staff assigned to collect grievances are to do the following:

- Process and handle grievances including appealed grievances
- Review filed grievances in the facility each week
- Ensure grievances and appeals are processed within the time requirements
- Ensure that grievances involving other agencies are processed and addressed timely
- Meet with any minor who has filed a grievance
- Ensure that the minor sign and receive a copy of their grievance(s)
- Update the Probation Incident Reporting System (PIRS) with grievance information
- Maintain facility's grievance log
- Prepare reports regarding grievances as instructed by Superintendent or Director

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<sup>4</sup> The processing of verbal grievances is not clearly laid out in the policy and appears to work differently at different institutions. The Grievance Officers noted that they learned this and other aspect of the policy on the job rather than from a written policy. There is a level of discretion used by Probation staff regarding the seriousness and legitimacy of verbal grievances.

<sup>5</sup> Interpretation of what constitutes a health and safety issues is up to the officer's discretion, according to information received in a meeting with facility Grievance Officers

## Grievance Processing

**Step 1:** A Deputy Probation Officer (DPO) or Detention Services Officer (DSO) will review and either declare the grievance “resolved,” “granted,” “unresolved,” or “denied” in writing. Thereafter, they will provide the youth with a copy of the youth’s grievance.

### *Grievances Levels:*

- Low-level grievances such as but not limited to; needing shoes, disliking the food, or others, can and should be resolved by the DPO/DSO who receives the grievance.
- Higher level matters such as but not limited to; sexual harassment, sexual abuse, use of force, and other issues, are forwarded to a DPO/DSO supervisor and other appropriate parties including PREA or IA, depending on incident.<sup>6</sup>

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*Youth may bypass Step 1 if the complaint involves the DPO/DSO*

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**Step 2:** If the grievance is unresolved or the youth chooses to bypass Step 1, the youth may file a grievance with the DPOII or Senior Detention Services Officer (Sr. DSO). The DPOII follows the same steps as Step 1.

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*Youth may bypass Step 2 if the complaint involves the DPOII/Sr. DSO*

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**Step 3:** If the grievance is “unresolved,” “unanswered,” or the youth chooses to bypass Step 2, the youth can file a grievance with the Supervising DPO (SDPO) or Supervising Detention Services Officer (SDSO) directly.

- The SDPO/SDSO will investigate and respond to the grievance within 2 business days
- If there is more than one issue, SDPO/SDSO is to address each issue individually.

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*Appealing: Youth may appeal the resolution of their grievance using one of two appeal processes. There are 2 appeal processes in place.*

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**Step 4:** If the grievance is “denied” or “unresolved” at Step 1 or Step 2, the youth may appeal the grievance with the SDPO/SDSO.

- **1<sup>st</sup> Appeal:** If a youth decides to appeal their grievance to the SDPO/SDSO:

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<sup>6</sup> Types of grievances and complaints that should be referred to IA are listed in [County of Los Angeles Probation Department Directive 964](#) issued 1-6-2004 and include potential State Code violations, incidents involving law enforcement, complex incidents involving other County departments or government agencies, caseload reporting falsification, or threats or workplace violence.



- SDPO/SDSO will then have a formal hearing within two (2) business days of receiving the grievance
- Youth may be present to explain their version
- The SDPO's/SDSO's decision is to be made on the youth's grievance form
- The grievance form shall include a description of any action taken by the youth or a notation as to why the grievance was unresolved
- If the issue involves the SDPO/SDSO, then the facility Director or designee shall assign a SDPO/SDSO not directly involved with grievance

**Step 5:** If grievance is “unresolved” or “denied” at Step 3 or if appeal remains “unresolved” or “denied” at Step 4, the youth may appeal their grievance with Camp Director or Hall Division Director.

- **2<sup>nd</sup> Appeal:** A formal appeals hearing shall be held by the Director within two (2) business days of receiving grievance.
  - This timeframe may be extended to collect all the facts and youth are to be notified.
  - The Director's response is to be made on the youth's grievance form.
    - Grievance form shall include a description of action taken by youth or a notation to why the grievance was unresolved.
  - The Director's decision will be final and given to the youth within one (1) business day.<sup>7</sup>

### Grievance Resolution

- Staff respond in writing on the back of the youth's grievance with a description of the resolution.
  - Grievances must be resolved within ten (10) business days unless more time is needed, and youth will be notified of the reason for any delays.
- If the grievance or appeal is processed by the Camp Director, the Camp Director is to issue a final decision of resolution within one (1) business day of the hearing.
  - The Director's response is to be made on the youth's grievance form and include a description of the action taken to resolve the grievance or a notation as to why the grievance remained unresolved.

### Sexual Assault and Sexual Harassment - Prison Rape Elimination Act (PREA)<sup>8</sup>

The Prison Rape Elimination Act (PREA) of 2003 is a federal law to prevent, detect, and respond to sexual abuse and harassment in correctional systems.

- The PREA screening tool has been created within the Probation Electronic Medical Records System (PEMRS) to evaluate youth to determine their level of risk of sexual victimization and abusiveness at juvenile facilities. Youth at any juvenile hall or camp

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<sup>7</sup> This rule is only mentioned in policy for RTSB Grievance Policy

<sup>8</sup> Information procured [from County of Los Angeles Probation Department Directive 1458](#) issued 6-9-2021

must be screened within 72 hours of arrival, during the intake screening process, using the PREA screening tool. This will yield a classification code to ensure that safeguards are implemented to maximize the youth's safety and security while in Probation custody.

- **Juvenile Halls** use the *PEMRS Initial Intake Screening form*
- **Juvenile Camps** use the *PEMRS Ad Hoc Charting Powerform for Probation, Subsection: PREA Risk for Sexual Victimization*.
  - The PREA screening tool shall be used at **camp**s during the intake screening process and within 72 hours for camp re-screening using the *PEMRS AdHoc Charting Powerform for Probation, subsection: PREA Risk for Sexual victimization*.
- Youth shall be re-screened after each substantiated incident of sexual assault or abuse for both victims and perpetrators by using the *PEMRS AdHoc Charting Powerform for Probation, subsection: PREA Risk for Sexual victimization*.
- If youth indicate that they have experienced prior Vulnerable to Victimization (VV), perpetrated sexual abuse/assault, or Sexually Aggressive Behavior (SAB), whether in an institutional setting or in the community, department personnel are to complete the required notification and file all required documentation; child abuse reporting, submit a mental health referral and/or notify medical personnel.

#### PREA Reporting of Sexual Abuse or Sexual Harassment<sup>9</sup>

Youth may report sexual assault and/or harassment through the grievance procedure, mental health referral, medical referral, the Ombudsperson, and/or directly to sworn and non-sworn staff (*See Appendix E*).

**Contract employees, vendors, volunteers or visitors:** Must report immediately to the Duty Supervisor, and if appropriate, document any information. If the reporting party is a mandated reporter, they are to complete a Suspected Child Abuse Report (SCAR).

**Sworn or Deputized Staff** (SDPO, DPOI, DPOII, Sr. DSO, SDSO, DSO, Group Supervisor Nights): Report immediately to Duty Supervisor and document any information regarding incident, retaliation, any staff neglect, and/or any information about any sexual abuse risk to the youth. For sexual harassment, sworn staff are to complete a Special Incident Report (SIR) and submit it to the Duty Supervisor. For sexual abuse, sworn staff are to complete both a SCAR and Special Incident Report (SIR) and submit both reports to the Duty Supervisor.

**Duty Supervisor:** For sexual harassment, the Duty Supervisor is to prepare a Preliminary Incident Notification (PIN), and forward to applicable Bureau Chief (DSB/RTSB). If elements of sexual abuse are present, the Duty Supervisor is to contact the Facility Manager, and the appropriate law enforcement agency to initiate criminal investigation, prepare a PIN, forward to applicable Bureau Chief (DSB/RTSB), and contact the Area Rape Crisis Center and request for an advocate to respond to juvenile hall or camp.

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<sup>9</sup> Information procured from [County of Los Angeles Probation Department Directive 1412](#) issued 1-4-18

**Facility Manager:** For sexual harassment, the Facility Manager is to notify applicable Bureau Chief (DSB/RTSB) and refer the incident to the Special Investigation's Unit (SIU). For sexual abuse, the Facility Manager is to notify the applicable Bureau Chief (DSB/RTSB), refer the incident to the SIU, and ensure the victim's parents/legal guardians (including DCFS caseworker if DCFS is the youth's legal guardian) are notified within 24 hours of incident for sexual abuse.

**Special Investigation's Unit (SIU):** Responds to both allegations of sexual harassment or sexual abuse. SIU maintains communication with law enforcement agency conducting criminal investigation to assist with administrative investigation.

**Compliance Officer (Director/Assistant Director):** Completes the Survey of Sexual Violence Incident form for each allegation of sexual abuse and sexual harassment involving staff, except for those allegations that are unfounded. The completed survey is to be forwarded to PREA coordinator.

### Response<sup>10</sup>

The sexual abuse and sexual harassment response section will provide a summary of the functions for Probation staff during incidents of sexual abuse and sexual harassment as mandated by policy (*See Appendix F*).

**Sworn or Deputized Staff** (SDPO, DPOI, DPOII, Sr. DSO, SDSO, DSO, Group Supervisor Nights): For sexual harassment, staff are to intervene and stop harassment and separate the youth from the harasser. For sexual abuse, staff are to separate the victim from the perpetrator, assess the victim and call 911 if a life-threatening condition exists to preserve and protect the crime scene.

**Duty Supervisor:** For sexual harassment, the Duty Supervisor is to ensure staff separate the victim from the harasser, prepare a Preliminary Incident notification (PIN) and forward it to the applicable Bureau Chief (DSB/RTSB). For sexual abuse, the Duty Supervisor is to immediately respond to the scene, review the assessment of the victim, ensure the victim is separated from the alleged perpetrator/harasser, isolate the perpetrator/harasser, or place them in a dry cell to preserve evidence, do not interview alleged perpetrator/harasser, request medical and mental health staff to respond, and ensure that the victim receives on-site medical and mental health care as needed. In addition, the Duty Supervisor is to collect SIRs from all staff involved, ensure all mandated reporters complete the SCAR, and ensure the victim's attorney is notified.

**Special Investigation Unit (SIU):** Responds to allegations of sexual abuse and sexual harassment and conduct an administrative investigation. The SIU also ensures that department staff are trained to conduct investigations and received training in how to conduct sexual abuse investigations in confinement facilities, interviewing techniques for sexual abuse victims, proper use of Miranda and Garrity warning, and collecting evidence in confinement settings. In addition, the SIU is to maintain communication with law enforcement agency by conducting criminal investigation to assist with administrative investigation, and no close investigation even if the source of the investigation recants, resigns, or is released from custody.

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<sup>10</sup> Information procured from [County of Los Angeles Probation Department Directive 1412](#) issued 1-4-18

**Compliance Officer (Director/ Assistant Director):** Responds to allegations of sexual abuse by convening a review panel comprised of PREA Coordinator, Compliance Officer, line supervisor, and medical or mental health staff. This panel is to determine if a change in policy or practice is needed, the motivation behind the incident, if staff patterns or physical barriers contributed to incident, and if technology could have supplemented supervision. In addition, the Compliance Officer will then submit findings of panel to applicable Bureau Chief (DSB/RTSB).

For at least 90 days, the Compliance Officer shall monitor if there is retaliation against minor or staff who reported abuse, monitor conduct or treatment of the victim, act promptly to protect against retaliation, monitor disciplinary reports for perpetrator and ensure the youth have access to outside victim advocated by posting toll-free Rape Crisis Centers' hotline numbers. If monitoring goes beyond 90 days, the Compliance Officer is to notify the PREA Coordinator and Bureau Chief. If allegations are unfounded, the Compliance Officer is to terminate monitoring.

In practice, the 90-day monitoring is being executed by the PREA Compliance Unit as part of the Retaliation Monitoring.

### Medical and Mental Health Care Responsibilities

For sexual abuse, each facility is to offer medical and mental health evaluations and appropriate treatment to victims consistent with level of community care. Services include: Follow-up services, treatment plans, and if necessary, referrals for continued care upon transfer to other facilities or release from care. A victim of vaginal penetration is to be offered pregnancy tests. If tests are positive, the minor shall receive timely and comprehensive information about, and timely access to, all lawful pregnancy-related medical services.

STD tests shall be offered to all victims of sexual abuse at the Department's facilities. Regardless of cooperation with investigation, victimized minor is to receive treatment services without financial costs. If youth is identified with a classification code of VV or SAB, the youth shall be placed on Specialized Supervision status and department personnel shall take precautionary measures such as: distancing bed or room assignments when there are VV and/or SAB youth housed in the same unit/dorm.

- If separation is deemed necessary for the safety of the youth, the youth may be separated from others by being placed on administrative separation status.
  - Separated youth shall be afforded daily large-muscle exercise and any legally required educational programming or special education services.
  - Youth shall receive visits by medical and mental health practitioners daily.

### Grievances - Internal Affairs (IA)

The Internal Affairs Office (IA) acts as the investigative arm of the Chief Probation Officer with respect to employee misconduct. Some grievances are forwarded to IA depending on the allegations.<sup>11</sup> The determination should be based on individual circumstances and/or components

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<sup>11</sup> As noted in [Los Angeles County Probation Department Directive 964](#) issued on 1-6-2004.

of each incident including, but not limited to, the level of complexity, involvement of parties outside of the department, link to a criminal investigation, issues relevant to employee performance, and/or the need for independence from bureau staff.

IA receives grievances from facilities if they are referred by the Grievance Officer (GO), the Supervisor of the GO, or the upper management of that facility. IA also at times becomes aware of issues if an external party makes a complaint to the Ombudsperson or upper management, who refers it to IA.

## Complaints

Complaints are issues or concerns that can be submitted by people on field probation (juvenile and adult), citizens and outside agencies, or anyone who is not a youth currently inside a juvenile hall or camp.<sup>12</sup> Complaints are handled through various channels. Complaints submitted through the Probation Information Center (PIC) are routed by the PIC pursuant to their discretion. Sometimes, complaints submitted to the PIC are referred to and tracked by the Office of the Ombudsperson, but not always. Complaints can also be submitted directly through the Office of the Ombudsperson or IA. As with grievances, the Probation Department encourages staff to address and resolve complaints at the lowest level possible.

## Office of the Ombudsperson

The purpose of the Office of the Ombudsperson is to ensure that the voices of youth and adult Probation clients are heard, and to act on their behalf (*See Appendix G*).

The Office of the Ombudsperson was developed to create a specific avenue for complaints about placement care and services without fear of retribution. The Office of the Ombudsperson has been expanded to cover all bureaus within the Probation Department. The following are some responsibilities the Ombudsperson is obligated to perform:

- Accept all calls and determine the appropriate jurisdiction (DCFS, DCFS Ombudsperson, Probation), then contact the appropriate agency to file the required reports
- Document complaints, maintain logs, track trends, and provide quarterly management reports
- Work with Bureau Chiefs to ensure that investigations are completed in a timely manner
- Enforce the rights of foster youth per Welfare and Institutions Code (WIC) section 16001.9

## Receipt of Complaints

The Office of the Ombudsperson receives complaints from Probation clients, staff, and other members of the public. Complaints are to be addressed and documented in a timely manner. Complaints can be made via:

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<sup>12</sup> Information procured from County of Los Angeles Probation Department [Directive 1006](#) issued 10-12-2004

1. A call directly to the Office of the Ombudsperson or to the PIC who can refer the matter to the Office of the Ombudsperson
2. Electronically
  - a. Citizen Complaint form (for Departmental complaints) – *See Appendix H*
  - b. Internal Affairs Incident Report (for Employee misconduct) – *See Appendix I*
3. Mail

Parents, guardians, attorneys, or other concerned parties can make a complaint on behalf of a youth in a facility. Although these are concerns about a facility, they are complaints, not grievances, pursuant to Probation policy. Probation policy instructs that the individual with a complaint shall resolve the issues with a facility administrator or supervisor on-site. The policy is not clear about how the complaint will be forwarded to the facility. In practice, the Ombudsperson often works directly with the facility, goes to the facility to address the concern, or puts the individual directly in contact with staff at the facility. If the complaint comes in through the PIC, the individual may be directly referred to staff at the facility. If the concern is not resolvable or the person does not wish to resolve at the facility level, the individual may contact the facility's Ombudsperson who will provide feedback and recommendations as soon as possible or within ten (10) business days from the date of the initial complaint.

### Investigation of Complaints

The Office of the Ombudsperson facilitates an informal investigation towards the goal of resolving complaints and concerns. The role of the Office of the Ombudsperson is to remain objective while conducting fact-finding investigations, review department policy in order to derive a resolution, recommendation, and or conclusion, and provide the complainant with a correspondence in a timely manner.

Each complaint received by the Office of the Ombudsperson through hotline calls, online/web complaint, mail, or in person is screened, evaluated, then triaged. For complaints stemming from youth currently in the halls and camps, the Ombudsperson may encourage the complainant to communicate directly with the facility management and may also ask the complainant if they have utilized any other complaint process such as the department's Grievance Procedure (Alexander, Vartanian, Probation Directive 1064, 2005).

Once a complaint is triaged, the Office of the Ombudsperson will make contact with a department designee to address the complainant's issue within ten (10) business days of receiving the complaint. The designee is the individual determined by the Office of the Ombudsperson to address the matter. Designees may be any of the following: Deputy Probation Officer II, Supervising Detention Services Officer, Supervising Deputy Probation Officer, Director, Deputy Director, Bureau Chief. In some instances, complaints may be directed towards partnering agencies such as Department of Mental Health (DMH), Department of Juvenile Health Services (DJHS), Los Angeles County Office of Education (LACOE), Department of Children and Family Services (DCFS) and Los Angeles County Office of Inspector General (OIG). In those cases, the Office of the Ombudsperson will contact a designee in the partnering agency.



Upon receipt of a complaint, the Ombudsperson is to send a written notification to the appropriate Bureau Chief (or their representative) within 24 hours or the next business day. The Bureau Chief will then:

- Respond in writing to the complainant within five (5) business days of receiving notification to acknowledge receipt of the complaint and indicate that an investigation is being initiated
  - If the complaint alleges child abuse, the Bureau Chief shall ensure that a Suspected Child Abuse Report (SCAR) is submitted to local law enforcement and/or Child Abuse Hotline within mandated timeframes unless there is **compelling** information indicating that the incident did not occur.
- The investigation is to be completed within two (2) weeks. If the investigation is not completed within two (2) weeks, a status report shall be sent to the Office of the Ombudsperson every two (2) weeks until the investigation is complete.
- Upon completion of the investigation, the Bureau Chief shall provide the results of the investigation via a written notification to the reporting party.
- Bureau Chiefs shall forward all related reports, including attachments to the Ombudsperson.

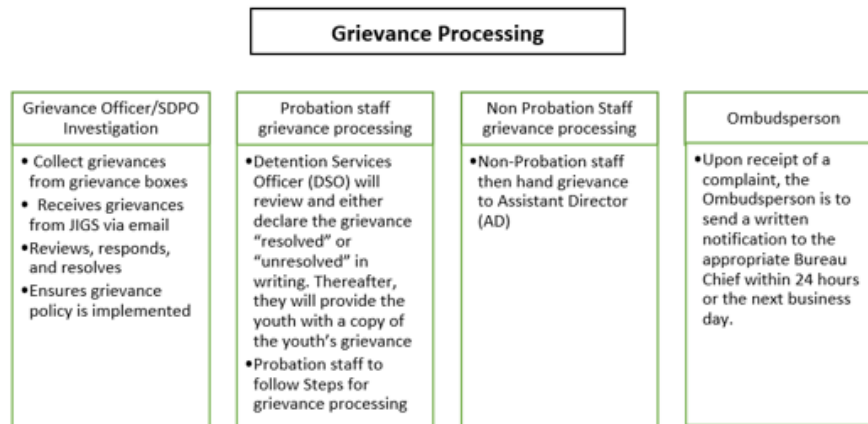
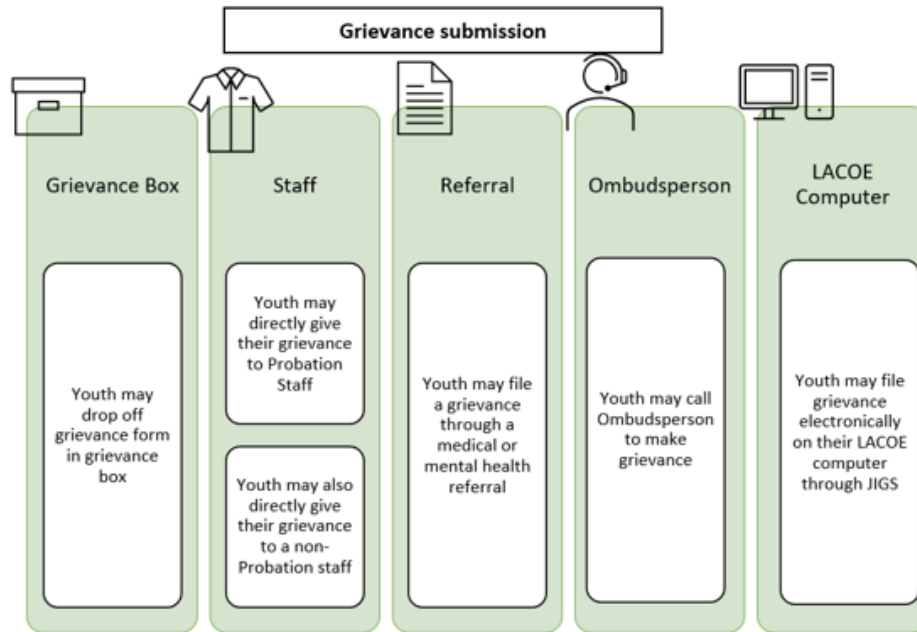
### Complaints - Internal Affairs

The Internal Affairs Office (IA) acts as the investigative arm of the Chief Probation Officer with respect to employee misconduct. According to IA, a complaint is defined as “an allegation of a specific act or omission by employee in violation of law, regulation, policy or procedure of the Department or County.” This report only addresses IA’s role in complaints and grievances that involve employee misconduct pertaining to an employee’s employment and not outside the scope of their work. IA can be contacted via:

1. Mail
2. Online: through the Internal Affairs Incident Report – *See Appendix I*
3. Call to Probation Information Center

## Appendices

### Appendix A. Juvenile Hall/DSB Grievance Process



#### **Grievance Resolution**

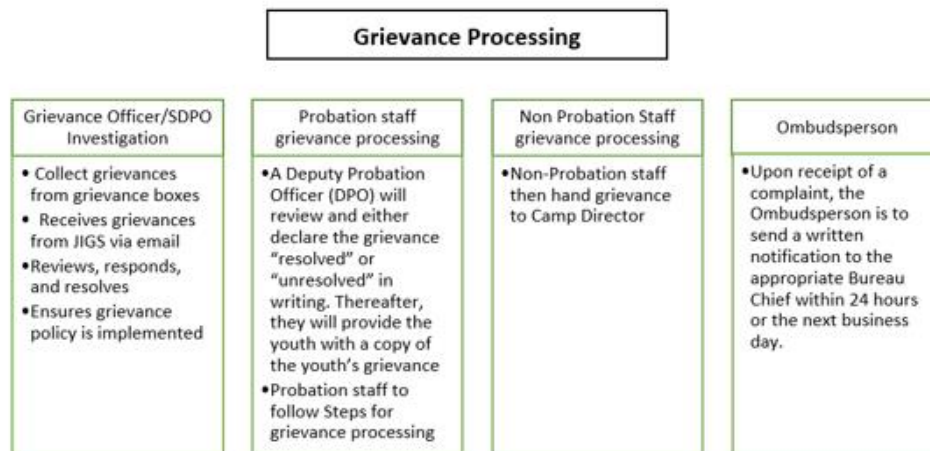
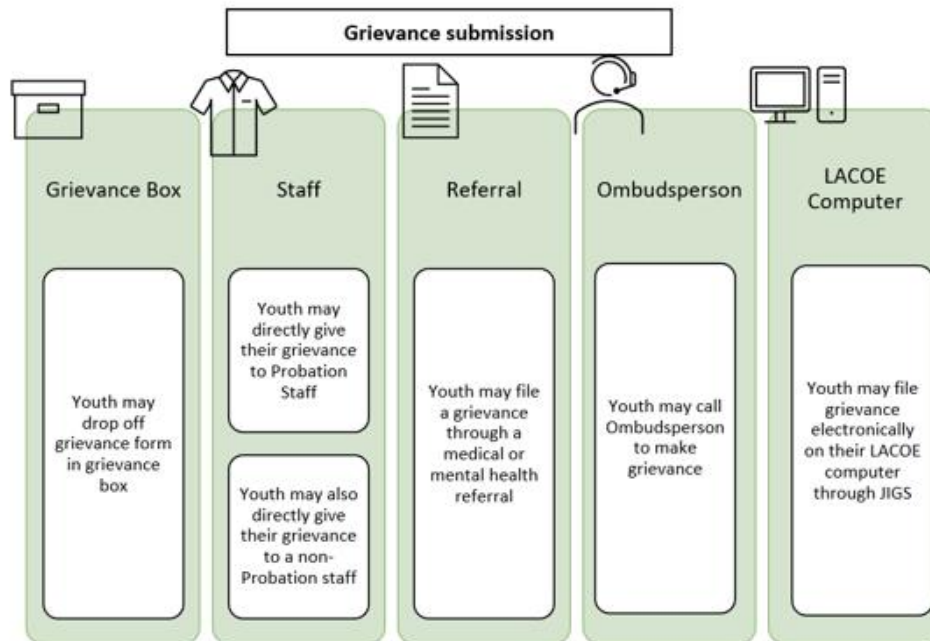
\*Any action taken by staff must be documented on grievance form

Grievance to be reviewed,dispositioned, and returned to youth by end of shift

Grievances must be resolved within (10) business days, unless more time is needed and youth will be notified of the reason for the delay



## Appendix B. Camp/RTSB Grievance Process



### Grievance Resolution

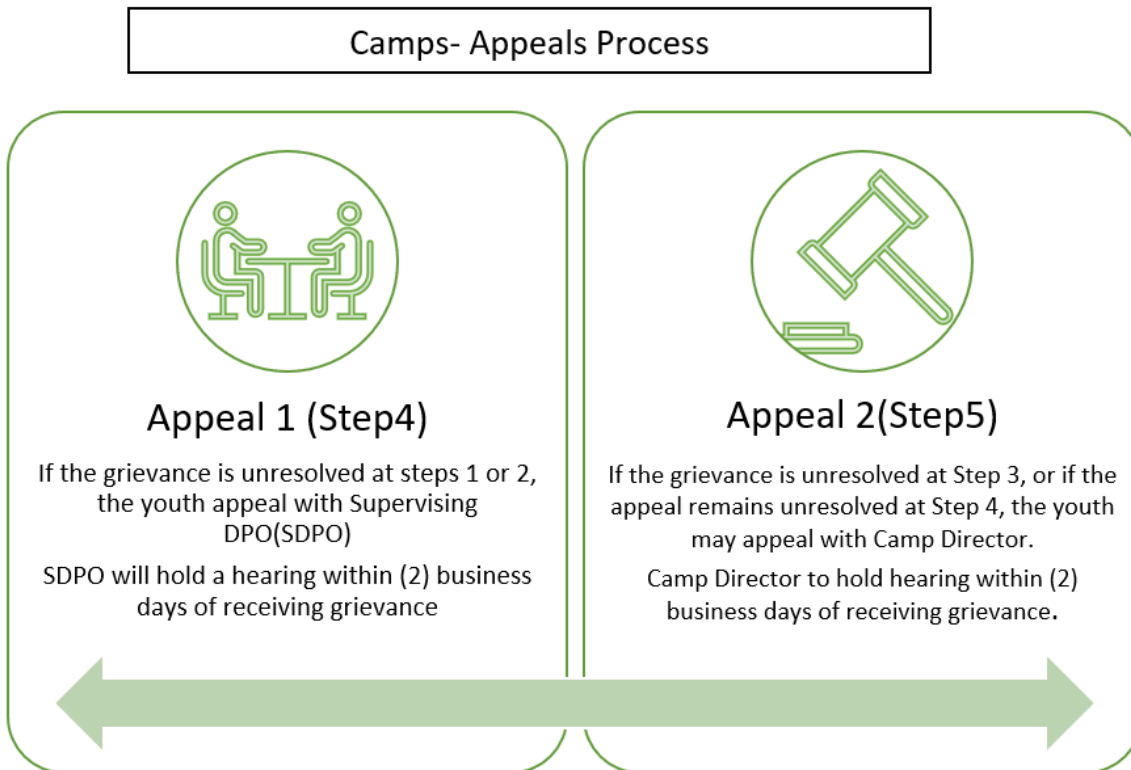
\*Any action taken by staff must be documented on grievance form

Grievance to be reviewed,dispositioned, and returned to youth by end of shift

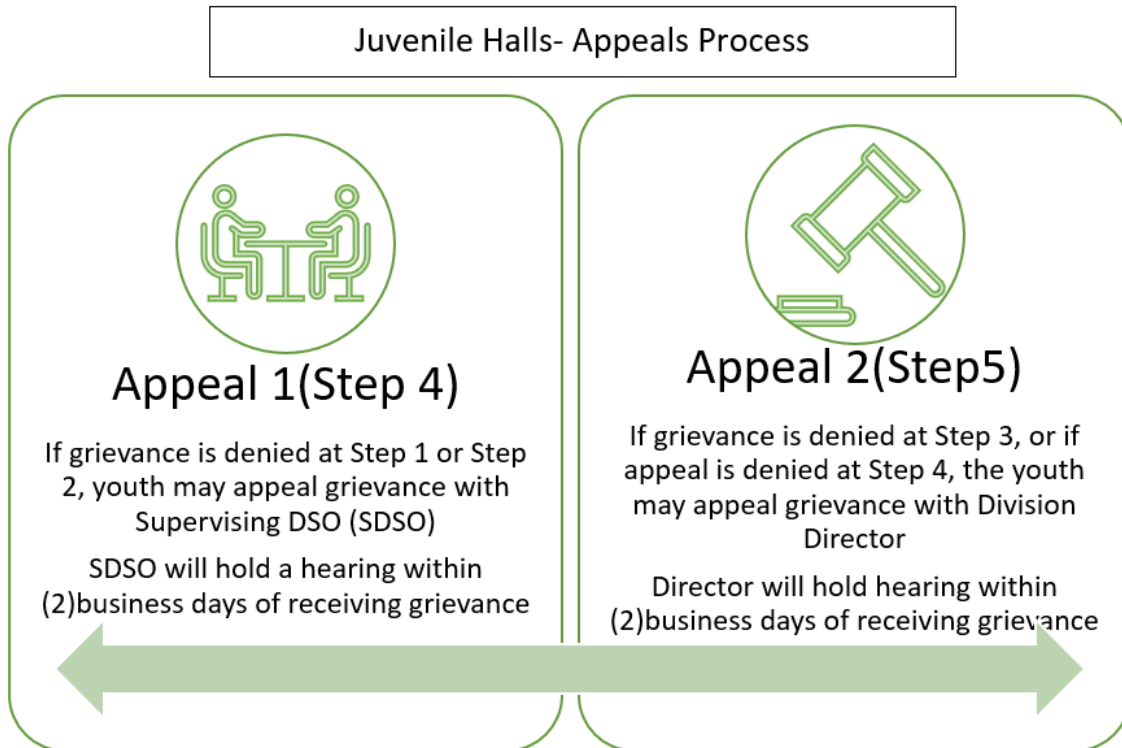
Grievances must be resolved within (10) business days, unless more time is needed and youth will be notified of the reason for the delay

If the grievance or appeal is processed by the Camp Director, the Camp Director will issue a final decision of resolution within (1) business day or hearing

### Appendix C. Camps-Appeals Process Illustration



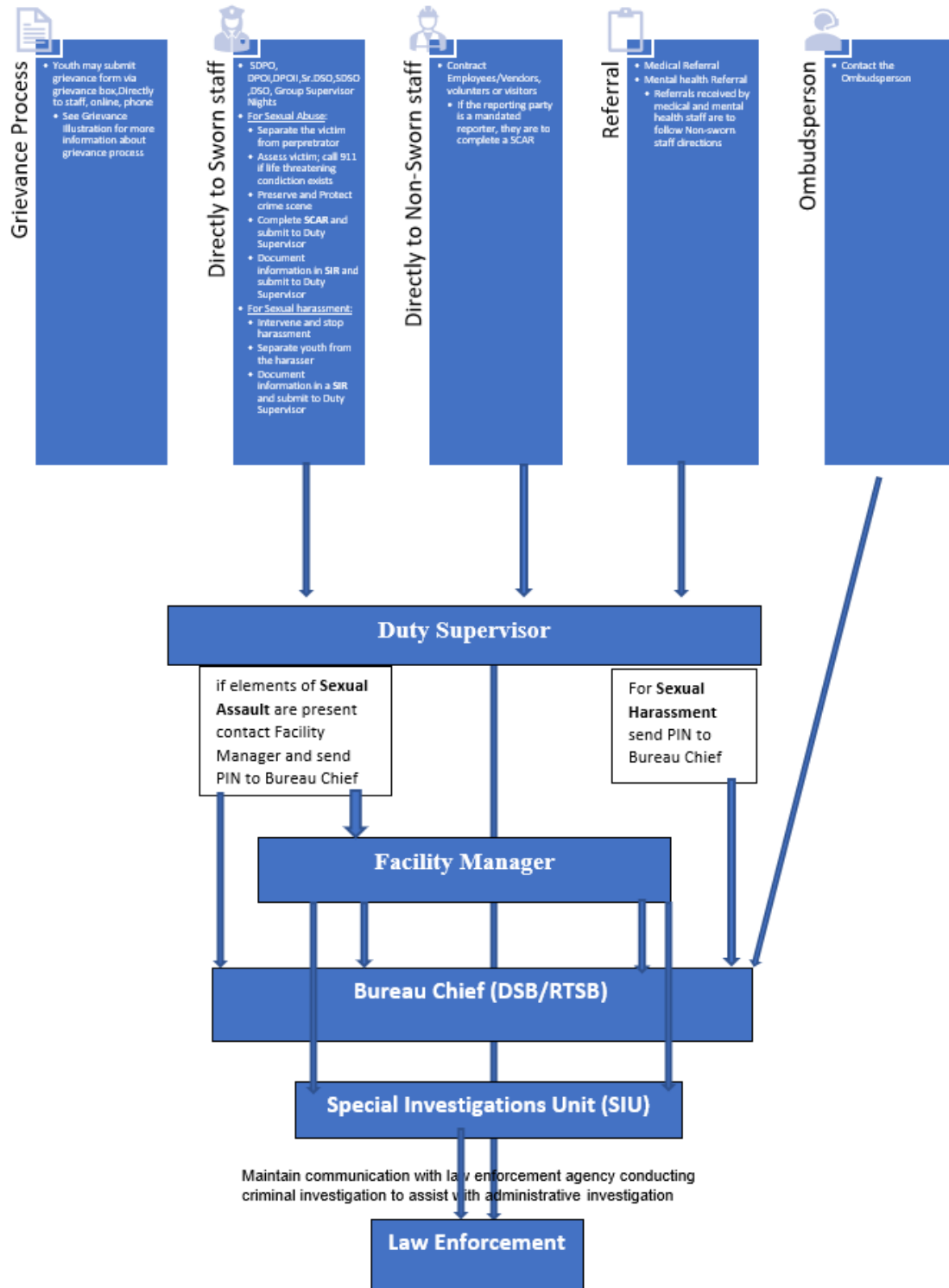
Appendix D. Juvenile Halls- Appeals Process Illustration



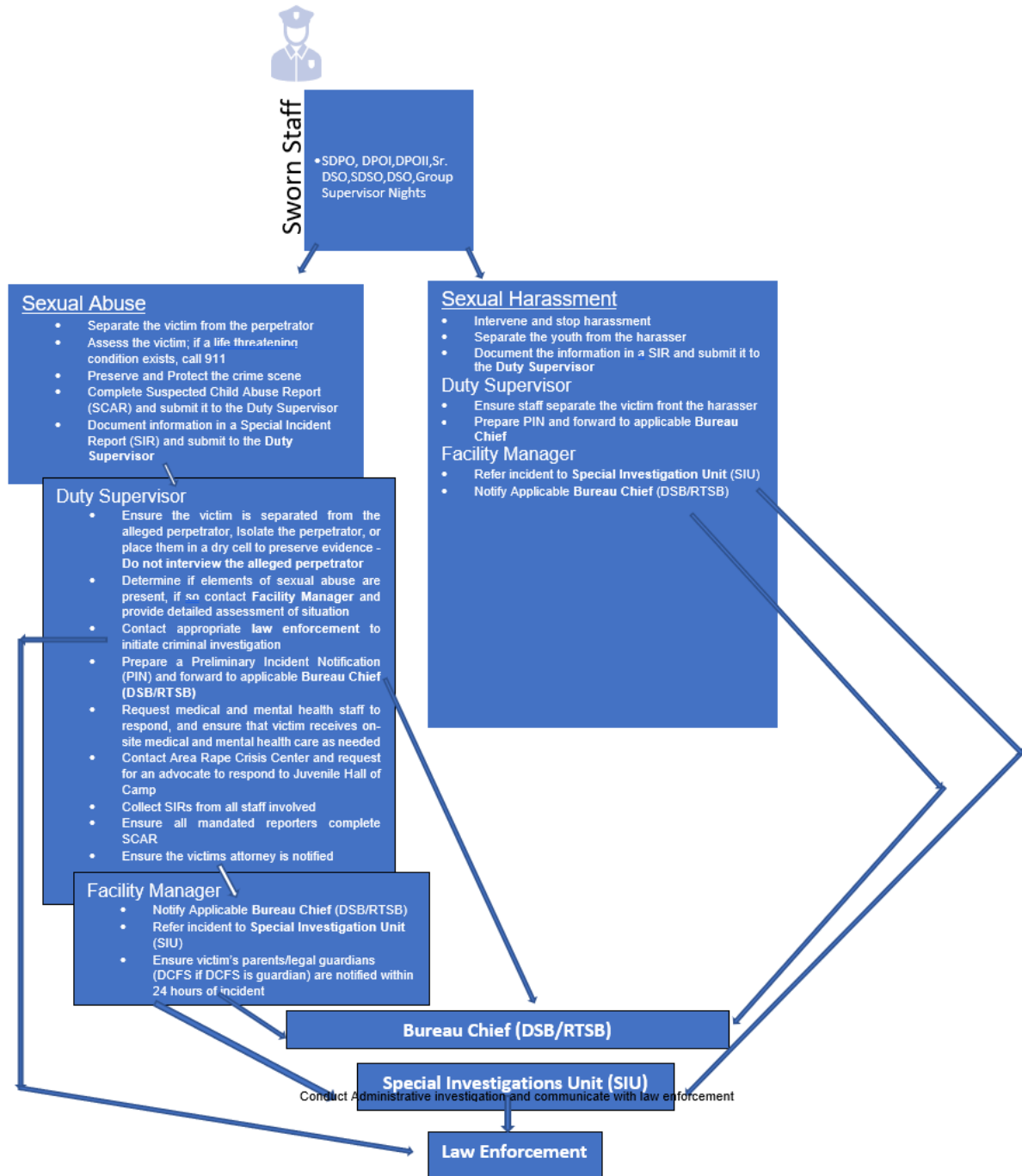
## Appendix E. Sexual Assault and Sexual Harassment Reporting Process

### Sexual Assault and Sexual Harassment **Reporting** Process

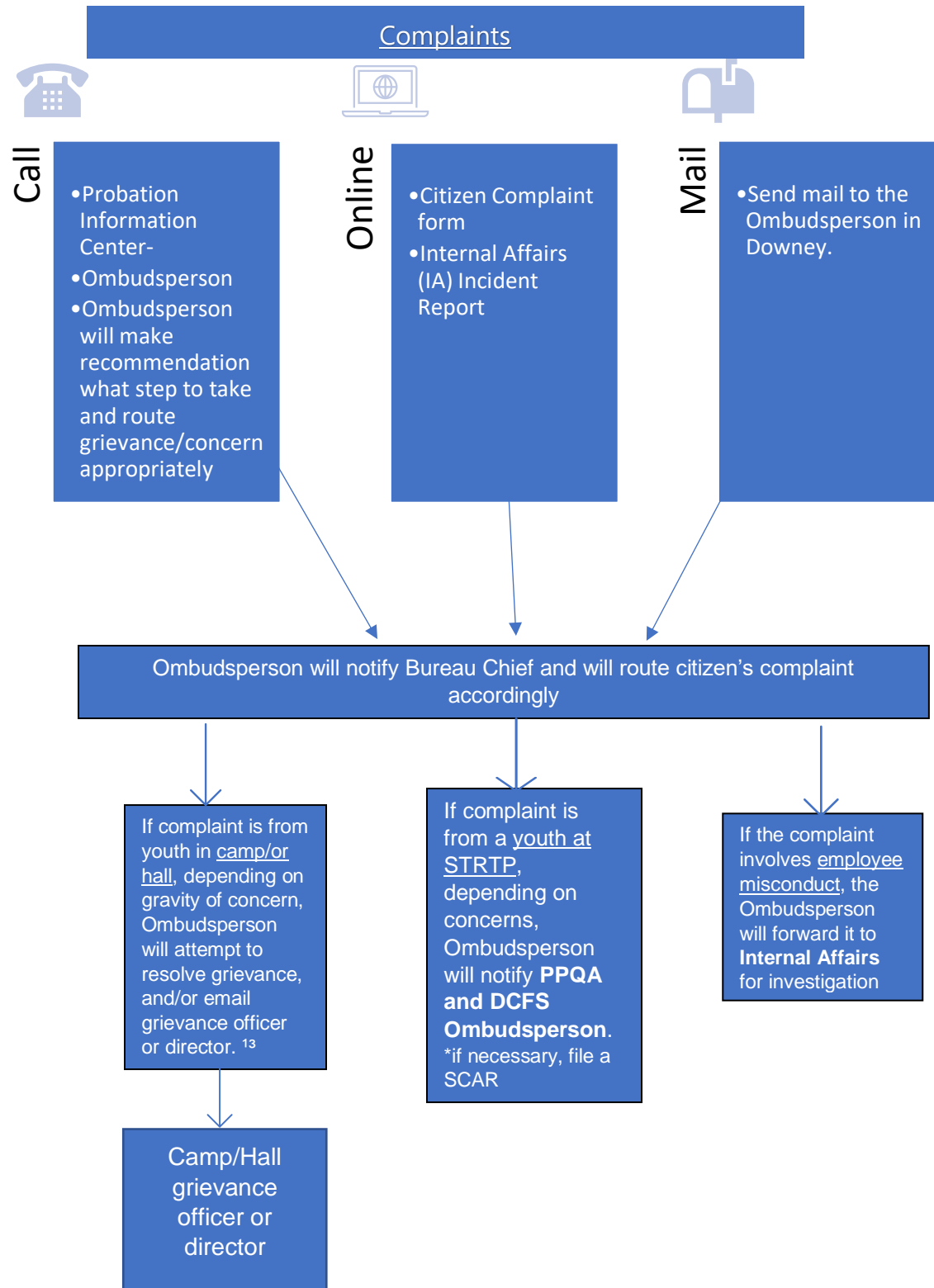
Youth may **report** through:



## Appendix F. Sexual Assault and Sexual Harassment Response Illustration



## Appendix G. Complaints Illustration



<sup>13</sup> Not in policy. This information was provided by Ombudsperson.

## Appendix H. Citizen's Complaint Form



LOS ANGELES COUNTY PROBATION DEPARTMENT

### CITIZEN'S COMPLAINT FORM



*You have the right to file a complaint with the Los Angeles County Probation Department. Every complaint regardless of its nature, is reviewed for an appropriate level of investigation. Complaint forms may be submitted in person at any Los Angeles County Probation Department office, by mail or e-mail.*

#### SECTION 1: YOUR PERSONAL INFORMATION

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

X# / PDJ# / Case# or Date of Birth (if relevant): \_\_\_\_\_

#### SECTION 2: IF COMPLETING FOR SOMEONE OTHER THAN YOURSELF

Full Name of Client: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

X# / PDJ# / Case# or Date of Birth (if relevant): \_\_\_\_\_

#### SECTION 3: COMPLAINT (ATTACH ADDITIONAL SHEETS, IF NECESSARY)

Date & Time of Occurrence: \_\_\_\_\_ Location: \_\_\_\_\_

Name of Persons Involved (if known): \_\_\_\_\_

Describe Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe what steps have you taken to try to resolve/address the problem before filing a complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What would you like to see happen to resolve/address this complaint? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### COMPLAINT PROCESS

California law requires this agency to have a procedure to investigate citizen's complaints. Your complaint will be analyzed and based on the outcome of our investigation, appropriate action will be taken. Matters regarding the specifics of an investigation are confidential. Citizen's complaints and any reports or findings relating to complaints must be retained by this agency for at least five years. Written complaints regarding employee misconduct or case management concerns/issues are generally forwarded to the office head responsible. If there appears to be reasonable evidence to indicate that an employee has been in violation of departmental standards, the complaint may be forwarded to the Internal Affairs Unit of the Probation Department for further investigation.

#### Contact Information:

Los Angeles County Probation Department - Internal Affairs Bureau

Attn: Office of the Ombudsman

9150 E. Imperial Highway #L-22, Downey, CA 90242

Telephone: (877) 822-3222

E-Mail: [Ombudsman@probation.lacounty.gov](mailto:Ombudsman@probation.lacounty.gov)

The Citizen's Complaint Form is to be completed, signed and dated before submitting. It is against the law to make a complaint that you know to be false. If you make a complaint against a Peace Officer or any Probation Department employee knowing that it is false, you can be prosecuted on a misdemeanor charge. I have read and understand the above statement.

\_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Today's Date

#### -For Probation Staff Only-

*If received please complete below and submit to your office management or e-mail to: [Ombudsman@probation.gov](mailto:Ombudsman@probation.gov)*

Received BY: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix I. Internal Affairs Incident Report

### PROBATION IA REFERRAL


#### Complaint Information

- \* Denotes required field.
- Phone number must be in this format: 123-456-7890
- If you are Law Enforcement, please select Law Enforcement from the dropdown list under Preferred Contact.


##### CONTACT METHOD

\* Preferred Contact:  

##### PERSON REPORTING INCIDENT

\* First Name:  \* Last Name:   
Phone #:  Email Address:   
\* Relation to Probation Department:    
Employee ID:

##### INCIDENT INFORMATION

Have you informed the department about this previously? ☐ Yes ☐ No  
\* Date of Incident:  

##### LOCATION OF INCIDENT

\* Location of Incident:  
☐ Probation Facility/Location  
☐ Social Media  
☐ Other Location  
\* Location Description (Address/Business/Cross Street):

\* Incident Description:

Next 