



PROBATION  
OVERSIGHT  
COMMISSION  
OF LOS ANGELES COUNTY

# Toolkit: Filing a complaint against a School Resource Deputy





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# Who we are:

## WHO WE ARE

The Probation Oversight Commission is a civilian oversight body that advises the Probation Department and the Board of Supervisors and monitors the Probation Department's progress on systemic reform. The first body of its kind in the nation, the Board of Supervisors voted to implement the Probation Oversight Commission in 2020 as a result of the dedicated work and recommendations of the Probation Reform Implementation Team (PRIT). The Probation Oversight Commission has the authority and duty to:

Review departmental policies, procedures, and practices;

- Conduct inspections in order to ensure the physical safety and welfare of youth and adults in Probation custody;
- Investigate critical matters brought to the Commission's attention;
- Receive and review grievances;
- Compel data, real evidence, and direct testimony including the power to subpoena necessary information from the Probation Department; and
- Engage the public through robust and transparent reporting and regular meetings.

## WHY WE EXIST

The Probation Oversight Commission (POC) exists to guide the Los Angeles County Probation Department toward widespread and long-overdue reform and to ensure compliance with the Board of Supervisors' goals and directives for the Department. The POC works to enhance the overall care, safety and well-being of all individuals interacting with Probation including youth, adults, and their families, employees, and community members of the County of Los Angeles.

The POC is the liaison between the Board of Supervisors, Probation, and the members of the community advocating for reform. Our recommendations to the Probation Department are guided by research, peer-reviewed literature, statistical trend analyses, direct observations, and, most importantly, the lived experiences of people who have interacted with this system. The POC strives for transparent oversight and robust community engagement of all stakeholders in this process.

## JOIN THE CONVERSATION

The Los Angeles Probation Oversight Commission invites Los Angeles County residents to its regular meetings and town halls to share their thoughts on monitoring the Probation Department's progress on systemic reform. To ensure effective oversight as recommended by the Probation Reform Implementation Team (PRIT), Commissioners, staff, Probation representatives, and other experts present on various topics and then listen to the community's ideas, questions, suggestions, and concerns before taking action to promote reform, transparency and accountability.

**IN-PERSON:** Use the Eventbrite link to register and attend our live meetings and town halls.

**VIRTUALLY:** Register online and virtually join the regular meetings and town halls via computer or smart phone. Enter the requested information to register, followed by the event password, which will be emailed to you once your registration is confirmed.

*Please Note: Comments can only be made by attendees who join via Webex, telephone, or at the meeting location(s).*

**WATCH:** Tune into the [YouTube Livestream](#)

**LISTEN:** Call the telephone number on the registration email and enter the corresponding access/meeting code regular meeting or town hall you would like to attend.



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# TOOLKIT: FILING A COMPLAINT AGAINST A SCHOOL RESOURCE DEPUTY

This general information is being provided to members of the public who are seeking to file complaints with the Probation Oversight Commission about the Los Angeles County Sheriff's Department School Resource Deputies. You are welcome to contact the Probation Oversight Commission at [Info@poc.lacounty.gov](mailto:Info@poc.lacounty.gov) to request more support before preparing your complaint. The Probation Oversight Commission cannot provide legal advice regarding your case.

## Reasons to file a complaint against a school resource deputy:

Complaints can be filed for many reasons, including:

- **Discourtesy** - inappropriate language or gestures; lack of empathy
- **Dishonesty** - making false statements; deliberate wrongdoing; attempt to conceal true facts; withholding critical information
- **Unreasonable Force** - the use of excessive force against a person. A display of force that was unnecessary for the circumstance or force that was applied for an unreasonable duration/ period of time. (i.e Assault)
- **Improper Tactics** - conduct that does not align with service standards; conduct that does not follow policy
- **Improper Search or Arrest** - an unjust, unwarranted search of a person or a person's property that may have violated their civil rights
- **Neglect of Duty** - failure to take action refused to perform a necessary duty; did not provide service that meets standards. (i.e. failure to provide protection)
- **Discrimination** - displayed lack of impartiality or fairness
- **Harassment** - behavior and or speech that is combative, profane, threatening, or intimidating; Abuse of position, misuse of police authority
- **Off Duty Misconduct** - engaging in inappropriate behavior off duty that may compromise public trust
- **Criminal conduct** - committing an illegal action
- **Retaliation** -discrimination or threat against a person for exercising their rights
- **\*Other\***



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## Who can file a complaint against a school resource deputy?

- A parent/guardian of the student harmed
- The student harmed
- A teacher or other school staff member who witnessed the incident
- Other students who witnessed the incident and/or their parents/guardians
- An organization supporting the student harmed
- Attorney representing the student



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# TOOLKIT: FILING A COMPLAINT AGAINST A SCHOOL RESOURCE OFFICER

## How do I submit my complaint?

1. Choose how you want to submit the complaint
  - Via a downloadable paper form on the POC website
  - Via the Hall of Administration (HOA) building on the 3rd floor - 500 W. Temple St. Los Angeles, CA 90012
  - Via Phone with the POC staff
  - Via Online submission on the POC website (<https://poc.lacounty.gov>)
2. Gather information about the incident. You can use the attached "School Resource Deputy complaint form outline" on the last page of this kit to help you collect all of the relevant facts to include in your complaint.
3. Use the POC's online complaint form that can be found here *\*insert link\** . The complaint form is available in multiple languages. Be sure to check for any deadlines or other local requirements.
4. Keep a copy of your complaint and any documents that you receive from the school/police department. Be sure to keep written copies of everything you send and receive related to your complaint. You will also receive a copy of your form when you submit via the POC's online submission form.
5. Additionally, the POC can help you file your complaint anonymously. Complainants are able to submit their complaints to the POC, without submitting them for investigation to the LASD. This is an option for those who want their complaint documented, but not investigated.

## See next page for timeline



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# School Resource Deputy Complaint Timeline

This general timeline is being provided for the public to understand the steps of submitting a complaint against a Los Angeles County Sheriff's School Resource Deputy.

## SUBMISSION OF FORM

Having all supportive documents before submission helps move your complaint along quicker in the process. This includes names, photos, videos, etc.

## INFORMATION REQUEST

POC contacts complainant to ensure all supporting documents have been received before sending for investigation

## LASD CONFIRMATION OF RECEIPT

Sheriff confirms receipt of all forms and documentation

## OUTCOME OF COMPLAINT

Complainant will be informed of decision or next steps for further actions

## POC RESPONSE

Probation oversight commission will confirm receipt of your complaint

## COMPLAINT HANDOFF

POC hands off complaint for proper investigation

## LASD INVESTIGATION BEGINS

An internal investigation conducted by the Sheriff's department begins and you may or may not be contacted for further investigation procedures

## COMPLAINANT APPEAL?

Unsatisfied? All appeals will be handled/submitted through the Los Angeles Sheriff's Department (LASD)

# Who the form covers...

The Probation Oversight Commission (POC) accepts complaints about School Resource Deputies (SRDs) employed by the Los Angeles County Sheriff's Department (LASD). We will discuss your complaint with you and help you submit it to LASD for investigation. The POC does not investigate complaints. If you have questions, please contact us at [info@poc.lacounty.gov](mailto:info@poc.lacounty.gov) or (213) 633-5777. Multilingual assistance is available.



School Resource Deputy

A School Resource Deputy (SRD) is a sworn law-enforcement officer, employed by the Los Angeles County Sheriff's Department, who provides school-based law enforcement services and crisis response. An SRD may also provide school security and assist in identifying physical changes in the environment that may reduce crime in or around the school.



Los Angeles Sherriff Deputy

The POC does not accept complaints about LA Sheriff Deputies who are not contracted to work at schools.



Other Law Enforcement Agencies

The POC does not accept complaints about school-based police officers or school security officers who are employed by agencies other than the Los Angeles County Sheriff Department.

# School Resource Deputy Complaint Form Outline

We've provided this outline to help you prepare to submit your complaint. This outline is not all inclusive of the questions on the complaint form, but helps to serve as a baseline for expectations. See link to complaint portal [\\*HERE\\*](#)

- **Complainant info**

- Name
- Contact info
- Title
- Relationship to student

- **Student background Info**

- Name
- Race
- Gender Identity
- Disciplinary action against student

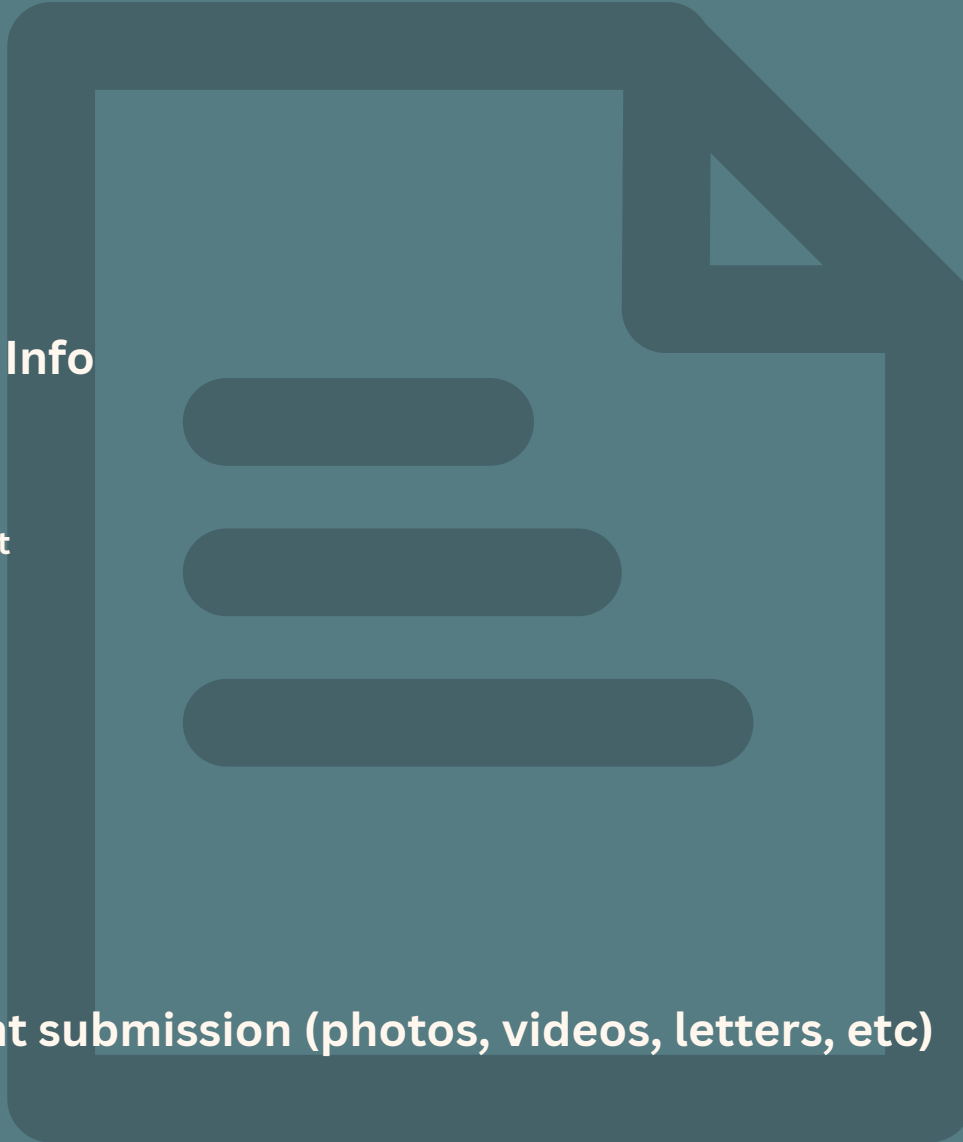
- **Incident information**

- Officer name
- Incident facts

- **Witness information**

- Name and contact info

- **Supporting document submission (photos, videos, letters, etc)**





# Resources for parents

Los Angeles County Office of Education provides a range of services and programs to support The Los Angeles County's 80 school districts.

LACOE is governed by the Los Angeles County Board of Education which establishes LACOE policies. To view the Board's meeting schedule and information on how you can provide public comment at their meetings, visit: [Board of Education \(lacoed.org\)](https://lacoed.org/Board-of-Education). The Board processes and hears appeals regarding interdistrict attendance transfers and expulsions. For more information, visit: [Appeals, Transfers & Expulsions \(lacoed.org\)](https://lacoed.org/Appeals-Transfers-Expulsions)

- [County Community Schools](https://lacoed.org/County-Community-Schools) – alternative schools for students who are expelled from their regular school, are on probation, experiencing homelessness or face other issues that affect their ability to succeed in school. These schools offer: low student to teacher ratio, structured after-school activities, individualized learning plans that set academic and behavior goals and community partnership for enrichment. For more information, visit [Alternative Education \(lacoed.org\)](https://lacoed.org/Alternative-Education).
- [Special Education and Inclusion](https://lacoed.org/Special-Education-and-Inclusion) – LACOE's Division of Special Education offers a variety of resources for districts implementing programs for students with varying abilities. Scroll to the bottom of this page to find contact information for program administrators: [Special Education & Inclusion \(lacoed.org\)](https://lacoed.org/Special-Education-&Inclusion).
- Click here to view the list of all County school and college districts under LACOE's jurisdiction: [Districts - Public Schools Directory \(lacoed.org\)](https://lacoed.org/Districts-Public-Schools-Directory).

# Resources for parents

## Los Angeles County Department of Youth Development

Coordinates and builds capacity for a wide range of youth development services and supports, with the goal of reducing youth justice system involvement. To learn more about DYD's Youth Development Networks and other programs, please visit: <https://dyd.lacounty.gov/development/>

- Los Angeles County America's Job Center of California (Managed in partnership with the County's Department of Economic Opportunity) Workforce development hub for connecting County residents to job opportunities and new career pathways.
- The Youth@Work program provides work experience with a comprehensive and strategic set of employment, training and support services provided through a network of AJCCs. The program is designed for youth ages 14-24 and helps to place youth in paid jobs that can lead to long-term career pathways in in-demand industries. To learn more, please visit: <https://www.ajcc.lacounty.gov/job-seekers/population-specific-placement-services/youth-work-ages-14-24>

Los Angeles County Department of Mental Health The Department of Mental Health works to optimize the wellbeing and life trajectory of the County's most vulnerable through access to care and resources that personal recovery, connectedness and community reintegration.

- For mental health services available for children ages 0-15 years old, please visit: <https://dmh.lacounty.gov/our-services/children/>
- For mental health services available for transition age youth ages 16-25, please visit: <https://dmh.lacounty.gov> [https://file.lacounty.gov/SDSInter/dmh/1120446\\_TAYResourceGuide.pdf](https://file.lacounty.gov/SDSInter/dmh/1120446_TAYResourceGuide.pdf)
- For resources to support victims of Commercial Sexual Exploitation, please visit: <https://dmh.lacounty.gov/our-services/transition-age-youth/csecy/>

# Resources for parents

## Los Angeles County Department of Public Health – SAPC

The Department of Public Health’s mission is to protect health, prevent disease and promote wellbeing for everyone in Los Angeles County. The Dept. of Public Health’s Substance Abuse Prevention and Control Program leads and facilitates the delivery of a full spectrum of prevention, treatment and recovery services to reduce the impact of substance use, abuse, and addiction in Los Angeles County. Services are provided through contracts with over 150 community-based organizations. For more information about the program, please visit:

<http://publichealth.lacounty.gov/sapc/> To find local substance use treatment provider that meets your needs, visit the Service Bed and Availability Tool at <https://sapccis.ph.lacounty.gov/sbat/?tm>

- Addressing Teen Mental Health Challenges Toolkit

The Department of Public Health developed this comprehensive toolkit to share helpful information and resources for supporting teen mental health. It contains resources for parents and guardians as well as tips for teens on how to identify unhealthy and abusive relationships, stay safe on social media, effectively navigate mental health challenges and more. To access the toolkit, please visit,

<http://publichealth.lacounty.gov/pie/Education/MentalHealthToolkit/>

- Los Angeles County Poverty Alleviation Initiative – Breathe Guaranteed Income Program

Los Angeles County launched the pilot program Breathe to provide its residents the chance to “breathe” easier knowing they are more financially secure. Breathe is a guaranteed income pilot project that provides 1,000 eligible residents with \$1,000 per month for three years, and additional 200 former Los Angeles County DCFS foster youth with \$1,000 per month for two years. Check the program website for announcements about upcoming application periods: <https://ceo.lacounty.gov/pai/breathe/>

- Los Angeles County Parks and Recreation Department – Resources for Kids and Families

The Dept. of Parks and Recreation serves as the steward of county parklands and leverages parks to build healthy and resilient communities. For information on teen clubs and after school programs for children and teens, visit: Kids & Family – Parks & Recreation (lacounty.gov)

# Resources for parents

- Los Angeles Homeless Services Authority

LAHSA works with the City and County of Los Angeles along with other partners to coordinate and manage programs that provide shelter, housing and services to people experiencing homelessness. Visit this page to find resources for people experiencing homelessness or at risk of becoming homeless: <https://www.lahsa.org/get-help>

- Los Angeles County Library

The L.A. County Library provides culturally responsive and dynamic collections, programs and services to meet the literacy, information, personal enrichment and entertainment needs of all County residents.

- Brainfuse – Free, live, online tutoring for K-12 students. Tutoring covers math, science, English, social studies, essay review and more. Support is available in English, Spanish and Chinese.

[Welcome to Brainfuse eLearning](#)

- Digital learning resources – Visit this page to access multilingual learning activities and test prep resources for students: [Resources for Students – LA County Library](#)

- Los Angeles County Department of Public Social Services

Connects low-income families and individuals to social services that promote lasting economic mobility and well-being. For information on cash assistance, nutrition and health care programs, and to apply for benefits online, please visit: <https://dpss.lacounty.gov/en.html>