



Public Complaint Intake Process Civilian Oversight Commission

INTERNAL AFFAIRS BUREAU
John M. Roberts, CAPTAIN

03-23-2017

Public Complaint Intake

Options available for filing a comment
(Complaint or Commendation)

In-Person

Telephone

Internet

FAX

U.S. Mail

Office of Inspector General

Office of County Investigations



Complaint filed In-person

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT 000000
WATCH COMMANDER'S SERVICE COMMENT REPORT

Form with sections: Personnel Complaint, Service Complaint, and various administrative fields.

Personnel Complaint (10):
General Conduct, Disciplinary, Unreasonable Force, Intemperance, Intoxication, Neglect of Duty, Operation of Vehicles, Off Duty Conduct, Harassment, Insubordination, Abuse of Authority.

Service Complaint (11):
Policy Procedure, Response Time, Traffic Control, Other.

Administrative fields include: Date, Time, Location, Shift, and various checkboxes for filing status.

Signature lines for: Complainant, Watch Commander, and Sheriff's Office representative.

Form ID: 04-9437-Rev. 10/90

Watch Commander's Service Comment Review (WCSCR) may be filed at any Sheriff's facility

Complainant will be given a copy of the WCSCR

Complaint filed via Telephone

A complaint may be filed 24 hours a day

(800) 698-8255

- ✓ Internal Affairs Bureau (IAB) during normal business hours
- ✓ Sheriff's Information Bureau (SIB) after hours
- ✓ Any LASD facility (Station, Jail, Court, etc.)



WCSCR will be completed as deemed appropriate and forwarded to the involved unit for handling and disposition

Complaint filed via Internet

Complaints may be filed at
www.LASD.org

Complaints will be processed by
Sheriff's Information Bureau or
Internal Affairs Bureau

Sheriff's Information Bureau
or Internal Affairs Bureau will
complete WCSCR as deemed
appropriate and forward to the
involved unit for handling and
disposition



The Los Angeles County Sheriff's Department values your opinion. Please complete the form, or if you prefer to speak with someone via telephone, please call (800) 698-6255.

Name *

First Last

Email *

Company or Organization

The Connection or Complaint is Regarding:

The Department
 A Department Member

Click your cursor on Most Appropriate Response

Subject *

Message *

Submit

Complaints filed via Fax

Complaints may be faxed directly to any Sheriff's facility



- Receiving Sheriff's facility will complete WCSCR as deemed appropriate and forward to the involved unit for handling and disposition

Complaint filed via US Mail

DEPARTAMENTO DEL ALGUACIL DEL CONDADO DE LOS ANGELES
FORMA PARA QUEJAS DE CIUDADANOS

Nombre: _____ Teléfono: _____
Domicilio: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Fecha/Hora del Incidente: _____ Fecha del Incidente: _____
Localidad del Incidente: _____
Nombre(s) y Número(s) de Placa de Identificación de los Ofensores:

Algun miembro del Departamento ha tratado discriminatorio, de alguna manera, de hacer
esto queja a la atención de este departamento? Sí No
Si su respuesta es Sí, quien?

Detalles: (Resuma por favor su queja, e incluya a los miembros de la brigada, y todos los datos
de apoyo, que justifiquen su queja.

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
PUBLIC COMPLAINT

Name: _____ Phone: _____
Address: _____
City: _____ State: _____ Zip: _____
Date/Time of Occurrence: _____ Date of Complaint: _____
Location of Occurrence: _____
Names and I.D. Number of Deputies Involved (if known):

Has any member of this Department attempted to discriminate you, in any way, from filing a
this matter to the attention of the Department? Yes No
If yes, who?

Details: (Please summarize your complaint, and include names of witnesses and any other
factual, supporting information.

- Public Complaint Forms may be obtained at any Sheriff's facility

- "Procedures for Public Complaints" is attached to form

- Public Complaint forms are pre-addressed to Sheriff's Headquarters and the postage is prepaid
- Sheriff's Headquarters will forward the public complaint to Internal Affairs Bureau
- Internal Affairs Bureau will complete WCSCR as deemed appropriate and forward to the involved unit for handling and disposition

Office of Inspector General

The screenshot shows the 'COMMENDATION/ COMPLAINT' form on the Office of Inspector General website. The form is titled 'COMMENDATION/ COMPLAINT' and includes the following sections:

- Who are you?** (Name, Email, Phone)
- How may we contact you?** (Address, City, State, ZIP)
- What can you tell us about the Sheriff's employees you want to commend or complain about?** (In a recent case, I'm a Sheriff's employee, I'm a Sheriff's employee, Sheriff's employee)
- Who did this happen to?** (Name, Address, City, State, ZIP)
- What happened?**

The mission of the Office of Inspector General (OIG) is to provide strong, independent and effective oversight of LASD and to ensure transparent, accountable and constitutional policing for the County of Los Angeles.

(213) 974-6100

OIG.LACounty.gov

312 South Hill Street
Los Angeles, CA 90013

Office of County Investigations

Los Angeles County Fraud Hotline

Department of Auditor/Controller
Office of County Investigations

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FRAUD

Recognize it
Report it
Prevent it

Los Angeles County Fraud Hotline
1-800-544-6861

E-mail: hotline@auditor.lacounty.gov

www.lacountyfraud.org

You may receive an automated call 24 hours a day • 7 days a week

Write to: Los Angeles County Fraud Hotline
500 W. Temple St., Suite 515
Los Angeles, CA 90012-2713

Fax: (213) 633-0961



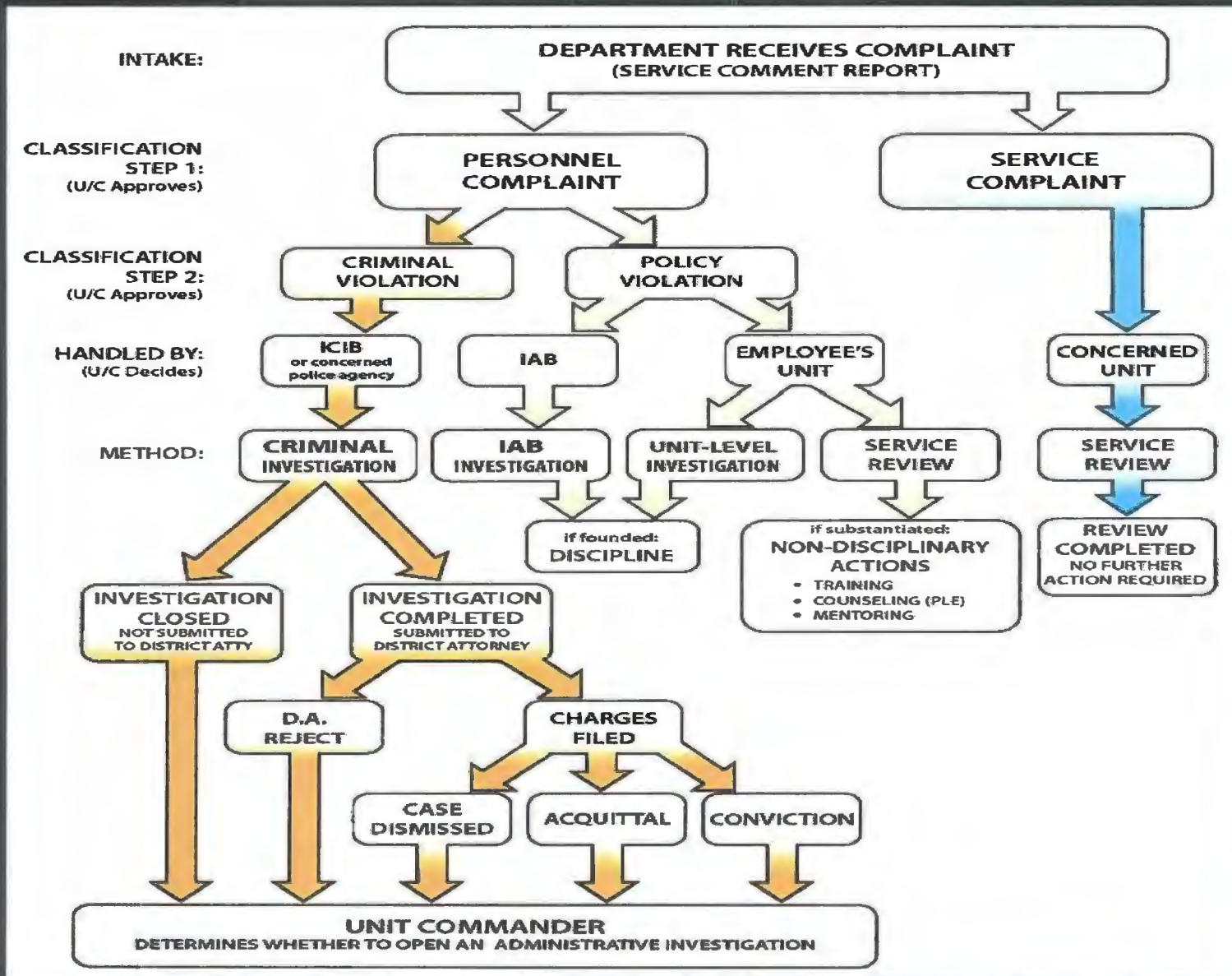
Types of Fraud: Public
- Government Fraud
- Consumer Fraud
- Insurance Fraud
- Real Estate Fraud
- Government Appropriation
- Theft of Cash/Equipment
- Intentional Access of Confidential Information
- Other Violations
- Solicitation of Fraud
- Other Illegal Activities

Public Complaints involving Sheriff's Department personnel can be reported to the Office of County Investigations (OCI)

OCI will forward the public complaint to Internal Affairs Bureau (IAB)

IAB will complete WCSCR as deemed appropriate and forward to the involved unit for handling and disposition

Public Complaint Process



Method for Disposition

Unit Commander will assess complaint/allegation and determine appropriate method for disposition:

- Complaint Review disposition
- Unit-Level administrative investigation
- Internal Affairs Bureau (IAB) administrative investigation
- Internal Criminal Investigation Bureau (ICIB) investigation

Complaint Review Disposition

- Commendation – Public or Professional
- Review Comp – Service only – No further Action
- Employee Conduct Appears Reasonable
- Appears Employee Conduct Could Have Been Better
- Employee Conduct Should Have Been Different
- Unable to Make a Determination
- Resolved – Conflict Resolution Meeting

SCP (PDE) / SCR

BCR Issue Completed by: _____
 SCR Review Conducted by: _____

REVIEW DISPOSITION

Commendation Public (For use on industry members of the public, business, corporations, etc.)

Commendation Professional (For use on those exceeding expectations in professional services rendered to the profession)

Review Comp - Service Only - No Further Action

Employee Conduct Appears Reasonable (Review indicates the employee's actions appear to be in compliance with procedures, policies, etc.)

Appears Employee Conduct Could Have Been Better (The violation is apparent upon examination of the procedure, policy, or other factors that could have been followed or observed.)

Employee Conduct Should Have Been Different (The employee's actions were not in total error with established procedures, policies, or other factors that could have been followed or observed.)

Unable to Make a Determination (The review indicates the officer or civilian could not determine if the employee's actions were in compliance with procedures, policies, etc.)

Resolved - Conflict Resolution Meeting (A meeting was held with the reporting party and the employee to resolve the complaint. The meeting was held on _____ at _____.

CONFLICT RESOLUTION TECHNIQUES UTILIZED: Yes No

WATCH COMMANDER'S DISCRETION - SERVICE REVIEW TERMINATED

Reporting Party under the influence at time of complaint and re-arrested when sober - no misconduct reported.

Fatally or severely injured or reporting party determined deceased.

Third party complaint without witnesses or the alleged perpetrator is uncooperative or unavailable and there is insufficient evidence to continue review or inquiry.

Watch Commander has personal knowledge the complaint is false.

EXONERATION

The employee was not personally involved or in any way connected to the incident or alleged conduct.

Reviewer determined that all circumstances were clearly false or reporting party determined deceased.

The allegations, already convicted and more if true, would not in any circumstances constitute a violation of the law or Department policy, rule, or procedure, and the conduct is not reviewable.

It is recommended that if a below category be deemed exonerated.

Name: _____ Employee #/ID: _____
 Title: _____ Supervisor/Officer: _____
 Station: _____ Supervisor/Officer: _____
 District/Division: _____ Supervisor/Officer: _____

FINAL NOTIFICATIONS/PROCESSING

Date WCCSR Received by Unit: _____
 Date Acknowledgment Letter Sent to Reporting Party: _____
 Date Review Completed: _____
 Date Final Outcome Letter Sent to Reporting Party: _____
 Date Completed Review Form Provided to Involved Employees: _____
 Provided by: _____ Emp # _____

ATTACHMENTS INCLUDED

Original WCCSR

Watch Commander's Memo

Acknowledgment Letter to Reporting Party

Final Outcome Letter to Reporting Party

Audio Tapes

Video Tapes

Unit Performance Log

Other _____

APPROVED DISPOSITION

Recommended Outcome Approved - No Further Action

Mutual-in-Understanding Agreement

Internal Affairs Investigation Required

Unit Level Administrative Investigation Required

WCS # _____ Date Issued: _____

FINAL APPROVAL

The below signatories approved and approved the disposition of this review.

Supervisor: _____ Title: _____
 Unit Commander/Officer: _____ Title: _____
 Reporter: _____ Title: _____

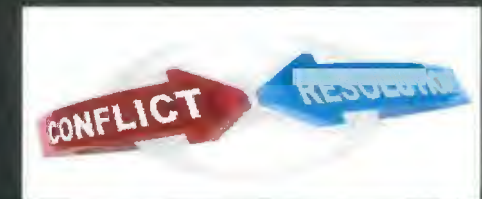
FOR DISCOVERY UNIT USE ONLY

Number of Disclosures: _____ Date: _____
 Frequency: _____ Date: _____
 Training/Policy Compliance: _____ Date: _____

Conflict Resolution Meeting

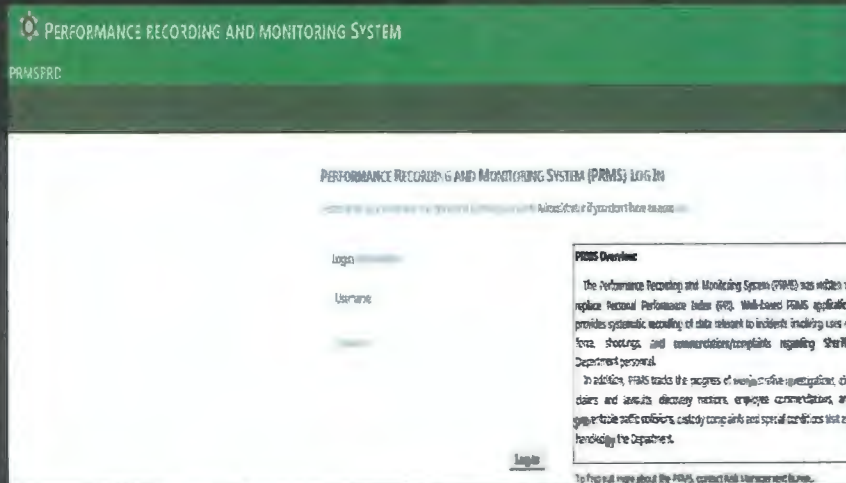


- ❑ The objective of Conflict Resolution is to attempt to facilitate discussion regarding public complaints and to reduce, if not eliminate, “Unable to Make a Determination” as a Review Disposition



- ❑ Conflict Resolution does not guarantee an agreement will be reached, the process aims to facilitate a discussion regarding the concerns giving rise to a complaint and expands awareness of the situation which, in turn, increases public satisfaction.

Performance Recording and Monitoring System (PRMS)

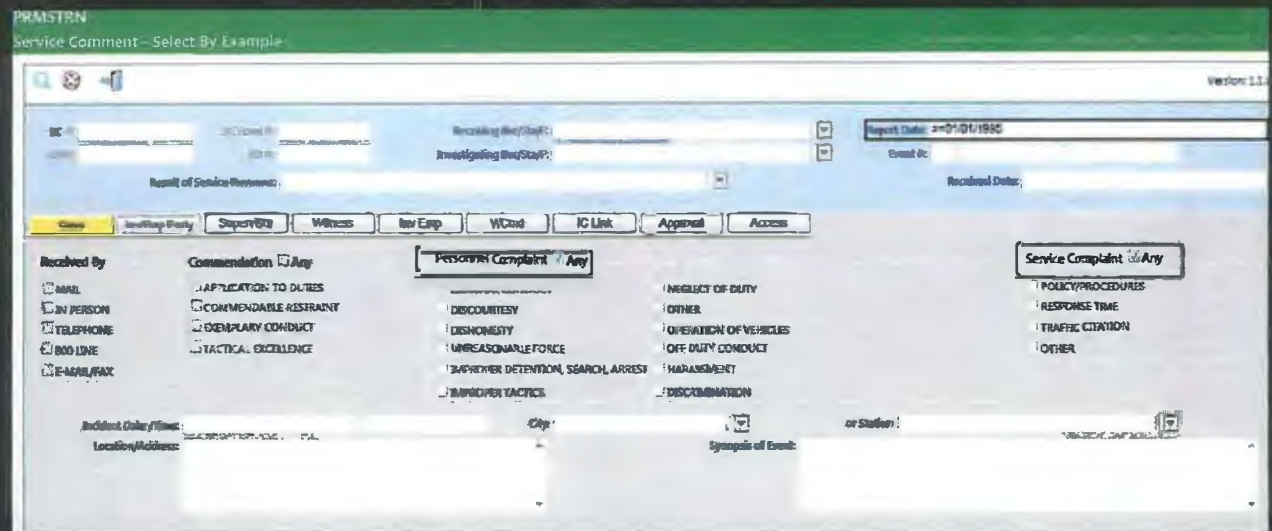


PRMS – Database to track employee:

- Complaints
- Administrative Investigations
- Civil Claims/Lawsuits
- Use of Force
- Commendations
- Shootings
- Traffic Collisions

Available queries include:

- Employee
- Reporting Party
- Complainant
- WCSCR number
- Location
- Incident date



QUESTIONS & DISCUSSION



INTERNAL AFFAIRS BUREAU
PROFESSIONAL STANDARDS DIVISION