



PROBATION OVERSIGHT COMMISSION OF LOS ANGELES COUNTY

DISCUSSION DRAFTS:

- POC SRD COMPLAINT FORM
- POC INTERNAL PROCEDURE FOR PROCESSING

OBJECTIVES

- A. Establish a process, independent from the Los Angeles Sheriff's Department (LASD), for the Probation Oversight Commission (POC) to receive and refer complaints by members of the public, including students and/or families, about incidents involving Los Angeles County School Resource Deputies (SRDs).
- B. Amend the POC's ordinance to allow a POC staff member to act as the liaison between LASD and the community for the purpose of receiving and referring complaints related to SRDs.

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 or submit it directly to LASD for investigation. The POC does not investigate complaints. If you have questions, please contact us at info@poc.lacounty.gov or (213) 633-5777. Multilingual assistance is available. For more detailed information about the complaint process, please see our toolkit [\[insert hyperlink\]](#)

Please complete the complaint form at this link and provide as much detail as possible. The form is accessible in English, Spanish, Vietnamese, and Khmer. You may upload documents, photographs, witness information, and other supporting documents. Please be prepared to complete and submit the complaint form in one sitting. The form should take no more than 15 minutes to complete. Pursuant to L.A County Ordinance XXX, the POC only has jurisdiction to accept complaints about SRD's employed by LASD. If you do not see your school in the drop-down list below, this means the school-based officer at your site is not employed by LASD. The POC does not have authority to accept complaints about officers employed by other law enforcement agencies. For complaints against non-LASD officers or about your school, please contact your school district office for further assistance or send us an email at info@poc.lacounty.gov and we will help direct you to the right agency.

The POC only accepts complaints submitted within one year of the date of the incident.

1. Name of School (If you do not see your school on this list, we are unable to accept your complaint. Please contact your school district for further assistance) (required)
- *Insert drop down of 127 schools*
2. Person making the complaint? (Check box that applies) (required)
 - Parent/Guardian
 - Student
 - Staff Member
 - Other (Please specify)
3. Is student receiving Special Education Services? (Check Yes or No)
4. Full name of complainant (required)
5. Full name of student(s) (optional)
6. Email address (required)
7. Address (For reporting purposes) – (On complaint form be sure to differentiate that the Zip code is required, but full address is optional) – this is to ensure people are comfortable submitting their complaints, but also ensure we have data to report on
8. What is the best method to reach you in the case of a follow-up conversation being needed? (Check all that apply)
 - Phone
 - Email
 - Language Preference (Drop down menu language options: English, Spanish, Vietnamese, Tagalog, other)
9. Date of interaction/Incident (required)
10. Time of interaction/incident (optional)
11. Age of Student (required)
12. Gender Identity of Student (required) (multiple boxes to check)

13. Sexual Orientation of student (Optional) (box to check)
14. I am alleging: (required)
 - Excessive force/Assault
 - Harassment
 - Inappropriate language or attitude
 - Failure to provide protection.
 - Discrimination/Hate Speech
 - Retaliation
 - *Other*
15. Officer Name (required), Officer Badge number (optional), Squad Car Number (Optional)
16. Witness name(s), Witness email, Witness number (optional)
17. Description of incident/interaction. I.e., Who, what, when, where why? (required)* If you disclose criminal activity, intention to commit crime, or child abuse we are mandated to report)
 - *Add box for text*
18. 3rd party checkbox? This is to allow for the POC to communicate with the Sherriff's Department on the complainant's behalf if for any reason they reach out and ask for an update on the investigation – Will be used for contacting the sheriff's department on their behalf for a follow up. (internal)
19. 3rd party checkbox asking if complainant wants their information to be shared and submitted to the Sherriff's dept for internal investigation.
20. Upload button for: Documents, Videos, Photos

INTERNAL POC PROCEDURE FOR PROCESSING

1. Intake of Complaints:
 - Receive complaints through multiple channels such as phone calls, emails, online forms, or via drop box for physical forms. *Complainants should receive immediate email notification of receipt for online submissions and 48-72 hr. response turnaround for all others*
 - Review documentation of all complaint details including complainant information, nature of complaint, time and date, and any supporting evidence provided.
 - Automated email template response confirming submission.
2. Initial Assessment: *Create an assessment checklist for the team based on LASD preferences to ensure complaints are formatted appropriately for LASD*
 - Analyze the complaint to assess and determine if it falls within the jurisdiction of the POC/Sherriff's department.
 - Send the complaint to another agency if it is not specifically in relation to SRDs.
 - Review the complaint to determine severity and urgency, note when sending over.
 - Assign a unique identification number to each complaint for tracking purposes. (CRM should have this capability)
 - Categorize complaints based on type (e.g., harassment, bullying; this is also done on the submission form, but team should confirm)
 - If claim of sexual abuse, child abuse, or a threat to commit a crime; Report as required.

3. Documentation and Verification:

- Gather additional information or evidence related to the complaint *(through follow-up interview, call or email to complainant and ensure they have sent over all supporting evidence they have)
- Verify the accuracy of the complaint details and ensure all necessary information is collected.

4. Decision Making:

- Determine the appropriate course of action based on the analysis, which may include:
 - o Referring the complaint to LASD
 - o Any mandated reporting

5. Actual Handoff to Sheriff's Department:

- Prepare a formal referral document outlining the details of the complaint, supporting evidence, and any relevant background information.
- Coordinate with LASD liaison to hand off the complaint and provide necessary updates or clarifications.
- Document the referral process and maintain records of communication with LASD.

6. Follow-Up and Resolution:

- Monitor the progress of the complaint investigation by LASD through our liaison.
- If complainant follows up with POC on complaint, POC to follow up with LASD to provide updates to the complainant on the status of their complaint and gather any additional information as needed.
- Ensure timely resolution of the complaint and address any concerns or feedback from the complainant.
- Follow up with LASD to ensure completion of the investigation and record completion.

7. Documentation and Reporting:

- Maintain comprehensive records in a CRM database of all complaints received, actions taken, and outcomes achieved.
- *Work with LASD to obtain data about SRD complaints reported directly to LASD.
- Generate regular reports summarizing complaint trends, resolution times, and any areas for improvement in the complaint handling process.

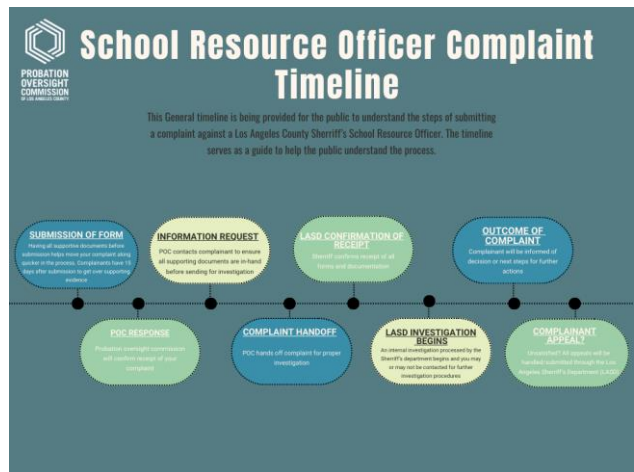
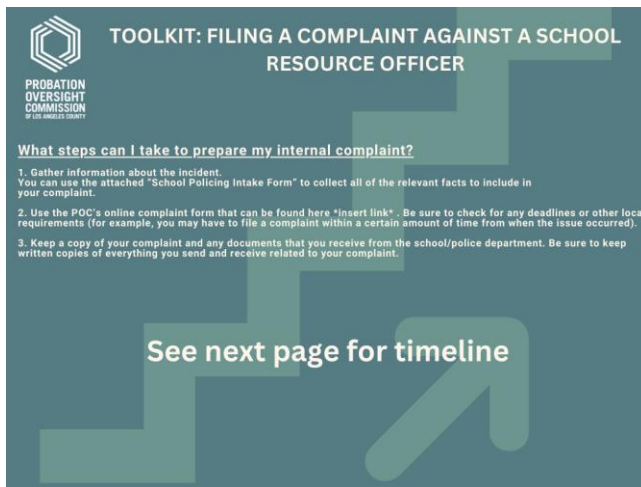
8. Continuous Improvement:

- Conduct periodic reviews of the complaint process to identify opportunities for streamlining workflows, enhancing communication channels, or improving customer satisfaction.
- Incorporate feedback from stakeholders, including complainants and law enforcement agencies, to implement changes that increase the efficiency and effectiveness of the process.
- *Create an electronic survey after a case is closed/processed to get feedback.

Items or processes with an *asterisk mark are pending approval and creation by the POC.

The POC will have a “Toolkit” for the public to use in conjunction with submitting their complaints. The toolkit will contain the steps for submitting a complaint, who to contact for what, a brief timeline from both the POC and LASD on the process/procedures for complaints, among other useful tips to help the public submit concise and well prepped complaints.

Visual of the POC Toolkit that will be available for the public.



SRD COMPLAINT REPORTING

Scope of Work:

- The POC will serve as a “safe place” and trusted messenger for constituents to file a complaint against an SRD.
- POC will accept complaints regarding:
 - School law enforcement officers employed by the Los Angeles Sheriff’s Department [Primary target]
 - 127 schools have LASD SRDs with 47 officers distributed throughout those location.
- Complaints about any other entity will be referred to the appropriate agency for review and follow-up.
- This includes complaints about:
 - Teachers and school personnel
 - Law enforcement agents employed by law enforcement agencies other than LASD.
- POC will not conduct investigations. Instead, the POC will gather information from the complainant and support the complainant in submitting their information to LASD to conduct an investigation.
- Every 180 days the POC will publish a report on the incoming complaints that displays the complaint data to increase transparency about interactions with SRDs, their practices, and which students are most impacted.

Upon adoption of the ordinance referenced of Directive #1 in the Revised Motion Complaint Process for School Law Enforcement Officers, the Board of Supervisors instructs the Executive Director of the POC, in consultation with the Executive Director of the Youth Commission and other relevant stakeholders, as appropriate, to submit to the Board, Sheriff, COC, and school districts that contract for SRD services.

Every 180 days a report on complaints which includes: (at minimum)

1. The number of complaints submitted;
2. A breakdown by types of complaints;
3. Station of complaint;
4. School district the complaint is coming from;
5. Demographic breakdown and other statistics that may indicate different types of biases, including racial; disability; immigration status; lesbian, gay, bisexual, transgender, queer, intersex, asexual, and other identities; not encompassed and others.