



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 County 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 using 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 the LASD. If you do not see your school in the drop-down list below, this means that the school-based officer at your site is not employed by the 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.

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 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. First name of complainant Last name of complainant (required)
5. First name of student Last name of student(s) (If known)
6. Is the student represented by an attorney? (Check Yes or No)
 - If yes, answer the following:
 - Attorney first name
 - Attorney last name (If known)
 - Attorney Email (If known)
 - Attorney Phone Number (If known)
7. Complainant email address (required)
8. Student Street Address: City: Zip Code: – (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
9. What is the best method to reach you? (Check all that apply)
 - Phone (If selected, a field for them to enter their phone number is needed)
 - Email
 - Language Preference (Drop down menu language options: English, Spanish, Vietnamese, Tagalog, other)
10. Date of interaction/Incident (required)

11. Time of interaction/incident (If known)
12. How would you best describe the student? (required)
 - American Indian or Alaska Native
 - Asian
 - Black or African American
 - Native Hawaiian or Other Pacific Islander
 - Hispanic/Latino
 - White
13. Age of Student (required)
14. Gender Identity of Student (required) (multiple boxes to check)
 - Male
 - Female
 - Non-Binary
 - Gender Non Conforming
 - Transgender
15. Sexual Orientation of student (If known) (box to check)
 - Straight
 - Gay
 - Lesbian
 - Bisexual
16. I am alleging: (required)
 - Discourtesy
 - Dishonesty
 - Unreasonable Force
 - Improper Tactics
 - Improper Search or Arrest
 - Neglect of Duty
 - Discrimination
 - Harassment
 - Off-Duty Misconduct
 - Criminal conduct
 - Retaliation
 - *Other*
17. Did the incident in question result in one of the following disciplinary actions taken against student?
 - Suspension
 - Expulsion
 - Arrest
 - Disciplinary/forced transfer to alternative school
 - No, none of the above actions were taken
18. Officer Information:
 - Officer first name
 - Officer last name (required)
 - Officer Badge number (If known)
 - Patrol Car Number (If known)
19. Witness Information:

- Witness name(s)
 - Witness email
 - Witness number (If known)
20. Description of incident/interaction. I.e., Who, what, when, where, why? (required)* The Probation Oversight Commission is required to disclose anything you report that presents a serious danger of violence to another or that constitutes child abuse or neglect.
- *Add box for text*
21. 3rd party checkbox – “I allow the Probation Oversight Commission to speak with Los Angeles Sherriff’s Department (LASD) on my behalf to gather status updates on my submitted complaint.” Will be used for contacting the sheriff’s department on their behalf for a follow up. (internal).
22. 3rd party checkbox – “I am submitting my complaint for review by the Probation Oversight Commission (POC). POC staff will contact me to ensure proper documentation has been submitted and to discuss how my complaint will be submitted to the Los Angeles County Sheriff’s Department for investigation.”
23. Upload button for: Documents, Videos, Photos.

REMINDERS: We are not obligated to share all the complaints we receive from the public with the LASD. If the complainant doesn’t want us to refer their complaint, we can honor that request. Additionally, we can also submit the request to the LASD anonymously if the complainant prefers.

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*.
 - Complainant will receive call from POC staff in preferred language to review the complaint and the process. POC staff will confirm if complainant has attached all supporting documents, etc.
 - 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:
 - Referring the complaint to LASD.
 - 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.

Toolkit:
Filing a complaint
against a School
Resource Officer

COMPLAINT

TOOLKIT: FILING A COMPLAINT AGAINST A SCHOOL RESOURCE OFFICER

This general information is being provided to members of the public who are seeking to file complaints with the Probation Oversight Commission against school resource officers/deputies. You are welcome to contact the Probation Oversight Commission at Info@poc.lacounty.gov to request more support before preparing your complaint. If you are seeking legal advice or want to file a lawsuit in court, you should contact a local attorney before preparing your complaint.

When can I file an internal complaint against a school resource officer?
Complaints can be filed for a handful of reasons, including:

- Use of force (such as pushing, tackling, use of pepper spray or taser, punching, chokeholds, etc.)
- Harassment
- Discrimination
- Retaliation
- Violation of school policy
- Insulting, demeaning, or humiliating treatment
- Any other inappropriate or harmful behavior

Who can file a complaint against a school resource officer?

- 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

Concerns for Retaliation

- Concerns for retaliation are taken very serious within LA County. There is a very thorough investigative procedure

TOOLKIT: FILING A COMPLAINT AGAINST A SCHOOL RESOURCE OFFICER

What steps can I take to prepare my internal complaint?

1. Gather information about the incident. You can use the attached “School Policing Intake Form” to collect all of the relevant facts to include your complaint.
2. Use the POC’s online complaint form that can be found here “insert link”. Be sure to check for any deadlines or other local requirements (for example, you may have to file a complaint within a certain amount of time from when the issue occurred).
3. 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.

See next page for timeline

School Resource Officer 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 Officer. The timeline serves as a guide to help the public understand the process.

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    graph TD
      A[SUBMISSION OF FORM] --> B[INFORMATION REQUEST]
      B --> C[LASD CONFIRMATION OF RECEIPT]
      C --> D[OUTCOME OF COMPLAINT]
      D --> E[COMPLAINANT APPEAL]
      A --> F[POC RESPONSE]
      B --> G[COMPLAINT HANDOFF]
      G --> H[LASD INVESTIGATION BEGINS]
      H --> I[COMPLAINANT APPEAL]
  
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SUBMISSION OF FORM
Having all supporting documents before submission helps ensure your complaint stays open in the process. Complaints take 10 days after submission to get over supporting evidence.

INFORMATION REQUEST
POC contacts complainant to ensure all supporting documents are in hand 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 to next steps for further actions.

COMPLAINANT APPEAL
Complainant’s appeal will be handled through the LASD Hearing Officer’s decision in a 10-day period.

POC RESPONSE
Probation Oversight Commission will advise school of your complaint.

COMPLAINT HANDOFF
POC hands off complaint for proper investigation.

LASD INVESTIGATION BEGINS
An internal investigation processed by the Sheriff’s department begins and you may or may not be contacted for further investigative procedures.

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 the:
 - School law enforcement officers employed by the Los Angeles Sheriff’s Department [Primary target].
 - 127 schools who have with 47 LASD SRDs distributed throughout those locations.
 - Special events with contracted SRDs.
- Complaints about any other entities or staff at schools will need to be referred to the appropriate agency for review and follow-up by complainant.

This includes complaints about:

- Teachers and school personnel.
- Law enforcement agents employed by law enforcement agencies other than LASD.
- The POC will not conduct investigations. Instead, the POC will gather information from the complainant and support the complainant in submitting their information to the 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.