#### FILING COMPLAINTS **PROBATION** COUNTY STATE DEPARTMENT OIG **OYCR Probation Department** Office of Inspector General Office of Youth and Community Restoration-Ombudsperson Division COMPLAINT **GRIEVANCE PHONE EMAIL ONLINE FORM** InspectorGeneral https://oig.l 213-974-6100 Only for young **Anyone may** @oig.lacounty.gov acounty.gov people inside a file a /file-a-**Probation** complaint. complaint **Facility EMAIL PHONE** MAIL 1215 O Street, Help Line: 1 (844) OYCRombuds@chhs MS-08, 402-1880 .ca.gov Sacramento, CA 95814

# FILING COMPLAINTS/GRIEVANCES WITH PROBATION DEPARTMENT

### PROBATION GRIEVANCE

A grievance is a complaint filed by young people while in a Probation Facility. A grievance may be filed in two (2) ways.

# Different processes

### PROBATION COMPLAINT

A concern filed by anyone, whether inside a Probation facility or not. Including adults on behalf of a young person inside a Probation facility, Adults on field Probation, Young people on field Probation. Probation provides a complaint <u>form</u> which may be submitted in three (3) ways

## PAPER

A young person may fill out a paper grievance form and drop it off in a grievance box.

A young person may give a grievance to Probation personnel or Non-Deputized Staff

### PROBATION PERSONNEL AND NON-DEPUTIZED STAFF

Probation personnel other than Grievance officer receiving a grievance are to resolve grievance at lowest level possible

Non-Deputized staff are to immediately forward grievance to OD, AD, or Director

## • Paper grievances

**GRIEVANCE** 

 Paper grievances are collected by the Grievance Officer daily

#### FACILITY

**LEADERSHIP**Grievances from non-deputized staff, are assigned to appropriate Probation officer by facility leadership.

**Probation personnel and Grievance officers** forward resolved grievances to Division Director or Camp Director.

Superintendent or Camp Director to review all grievances, keep grievance PIRS log and kept for (1) year.

PHONE

(877) 822-3222

**EMAIL** 

Ombudsman@probation.lacounty.gov

9150 E. Imperial Hwy, Downey, CA 90242

MAIL

#### **OMBUDSMAN**

- Completes informal review
- Determines to either Resolve complaint

or

- Forwards Complaints as appropriate (IA, CEOP, DCFS, Bureau rep)
- Monitors complaints and maintains tracking system

### APPEALS PROCESS FOR GRIEVANCES

#### **GRIEVANCES**

(2) levels of appeals

#### CAMPS

- 1st level of appeal shall be processed by Supervising Officer
- 2<sup>nd</sup> level of appeals shall be processed by Camp Director

#### HALLS

- shall be processed by Supervising Officer
- 2<sup>nd</sup> level of appeals shall be processed by Division Director

#### **PIRS**

Resolution/ Conclusion of Grievance to be logged on to PIRS