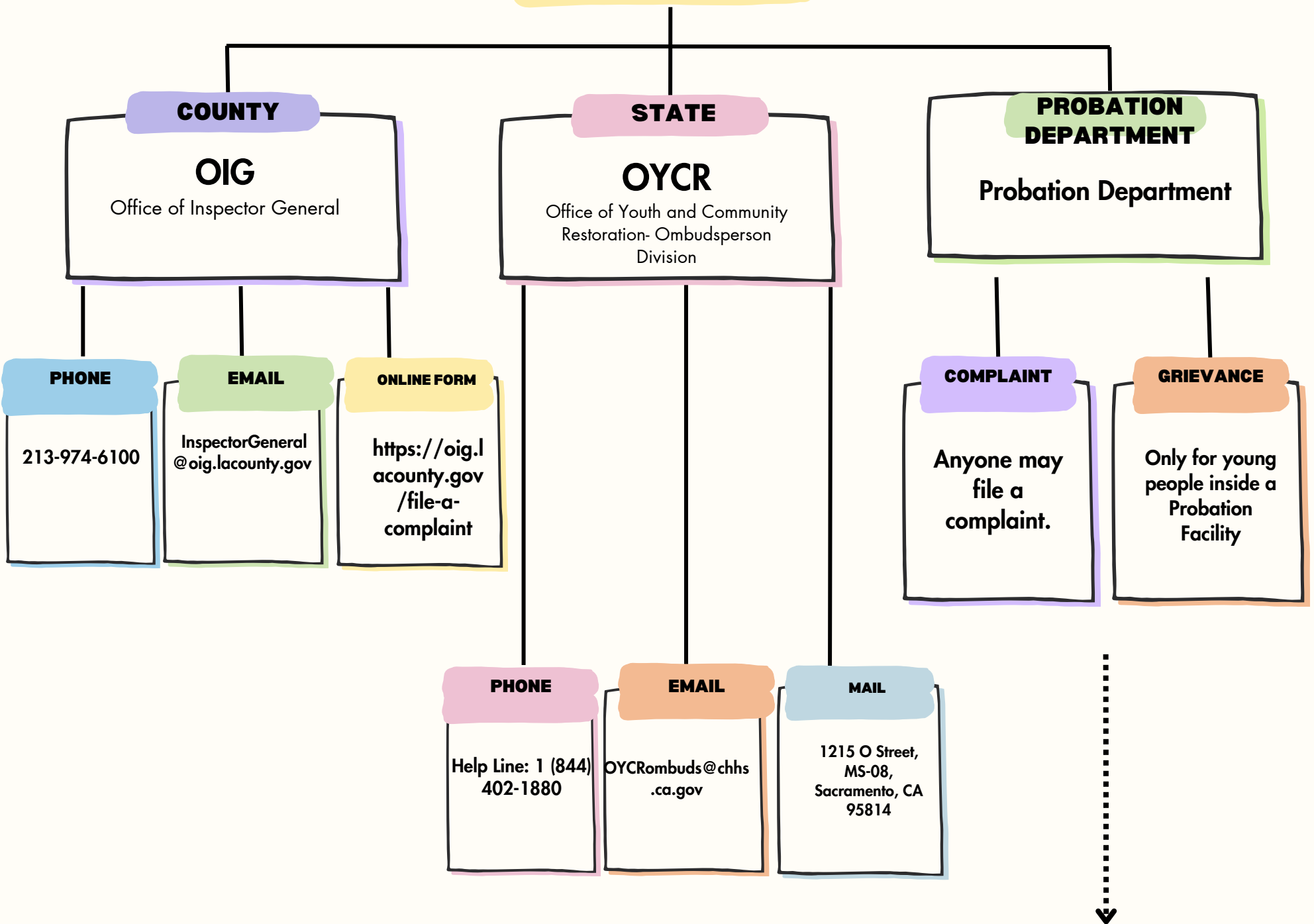


FILING COMPLAINTS



FILING COMPLAINTS/GRIEVANCES WITH PROBATION DEPARTMENT

Different processes

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.

PAPER

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

STAFF

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

GRIEVANCE OFFICER

- Paper grievances are collected by the Grievance Officer daily

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

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.

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 form which may be submitted in three (3) ways

PHONE

(877) 822-3222

EMAIL

Ombudsman@probation.lacounty.gov

MAIL

9150 E. Imperial Hwy, Downey, CA 90242

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

