COUNTY OF LOS ANGELES

PROBATION DEPARTMENT

DIRECTIVE

Directive No.:	**1552**
Issued Date:	11/09/2026
Post Until:	12/09/2026

SUBJECT: 326-OMBUDS OFFICE POLICY AND PROCEDURES

Staff are instructed to review and acknowledge the enclosed 326-Ombuds Office Policy and Procedures.

Staff are required to read, review, and acknowledge all new and revised departmental policies, procedures, directives, and notices within two (2) weeks of the publication date. Staff returning from leave or vacation are required to read, review, and acknowledge these materials within five (5) days of their return.

The policy and procedures will be located on Prob-Net (Probation Manuals- POLICIES, PROCEDURES, AND MANUALS-DEPARTMENT POLICY MANUAL (sharepoint.com). If you have any questions or need clarification about this Directive, please contact your supervisor.

Guillermo Viera Rosa
Chief Probation Officer

11/09/2026
Date

Ombuds Office

326.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the Department's Ombuds Office (OO), Facility Ombudsperson (FO), access to Ombuds services, and staff roles and responsibilities.

326.2 POLICY

The Ombuds Office is an avenue for all department clients, both juvenile and adult, to express concerns and/or complaints, and for those concerns and/or complaints to be heard and considered. In addition, families of clients, outside agencies, advocates, staff, and any other interested party may seek assistance with concerns related to service delivery, policies, and/or procedures, or file a complaint.

326.3 OMBUDS OFFICE AND FACILITY OMBUDSPERSON RESPONSIBILITIES

It is the responsibility of the OO and FO to respond to, assist in resolving, and initiate fact-finding inquiries into issues or concerns of juvenile and adult probationers, citizens, and outside agencies. The Ombudsperson shall monitor complaints to ensure a timely response and appropriate resolution.

The FO shall ensure that complaints or concerns are received and addressed without fear of retribution, while also providing information, guidance, advocacy, and support. The FO assists with resolving conflicts and issues, advocates fairness, and protects the rights of youth, adult probationers, and families. Conversely, the process is also available to submit recognition of staff or the facility. The FO is responsible for ensuring that persons under the jurisdiction of the Probation Department have the opportunity to raise concerns about harassment, abuse, discrimination, unfairness, and other inappropriate treatment, with the goal of achieving a fair outcome.

The OO is responsible for tracking services for deaf and hearing-impaired youth/adult probationers and shall maintain a central repository of notifications from all bureaus.

326.4 JUVENILE INSTITUTIONS

The Department provides youth with the ability to make and receive confidential telephone calls to the OO, including the Office of Youth and Community Restoration (OYCR). Such phone calls shall not be recorded and shall only be monitored to ensure that the youth use the phone to call the OO.

Youth shall have the ability to make unlimited phone calls to the OO. Youth's calls to the OO are not considered part of a youth's personal phone call entitlement.

The OO's contact information shall be posted near all phones in juvenile facilities where youth have access, as well as all area offices.

326.5 SERVICES TO DEAF AND HEARING-IMPAIRED

When hearing-impaired services are required, it is the responsibility of a Director or the authorized designee to notify the Ombuds Office. Anyone with questions or concerns related to hearing-impaired services is encouraged to contact the Ombuds Hotline.

326.6 RIGHTS OF YOUTH

The OO and FO have special responsibilities to enforce the rights of all youth, including youth in foster care and juvenile institutions. When appropriate, staff shall ensure youth receive information regarding their rights when placed under probation supervision (Welfare and Institutions Code (WIC) §16001.9 Foster Care Placement).

326.7 REFERENCES

Refer to the Ombuds Office Procedures.

Ombuds Office

326.1 PURPOSE AND SCOPE

The purpose of these procedures is to provide guidelines for the Department's Ombuds Office (OO), Facility Ombudsperson (FO), and staff roles and responsibilities.

326.2 COMPLAINTS AND CONCERNS

The OO assists the Department in resolving and/or initiating fact-finding inquiries. The OO's responsibilities may include, but are not limited to:

- Receive and address calls on the Ombuds hotline phone number.
- Complete an informal review of the information received and provide an acknowledgment receipt.
- Forward appropriate matters directly to the Internal Affairs Bureau (IAB) – Central Intake Team for a review, analysis, and investigative consideration and/or to the County Equity Oversight Panel (CEOP), when applicable.
- Submit a Suspected Child Abuse Report (SCAR) if an allegation of child abuse is received. If applicable, forward to IAB - Special Investigation Unit (SIU) and/or appropriate bureau/unit.
- Submit written notification of the matter to the appropriate bureau representative within five (5) business days bureau representative shall:
    - Respond in writing to the OO within 14 business days, acknowledging receipt and providing a resolution or indicating an investigation is being initiated.
    - Forward all related reports and documentation to the OO upon completion of the investigation.
    - Forward a status report (if any matter is not resolved within two (2) weeks) to the OO every two (2) weeks from the date of referral until resolution.

326.2 FACILITY OMBUDSPERSON DUTIES AND RESPONSIBILITIES

The Facility Ombudsperson (FO) is responsible for responding promptly and documenting all allegations and concerns raised by youth. FO shall:

- Forward documentation to the OO Director.
- Receive and initiate fact-finding inquiries into issues or concerns of youth, adult probationers, parents/legal guardians, stakeholders, and outside agencies.

Ombuds Office

- Gather preliminary inquiry documentation utilizing:
    - Probation Case Management System (PCMS)
    - Justice Partner Portal (JPP)
    - Security Incident Report (SIR)
    - Physical Intervention Report (PIR)
    - Probation Electronic Medical Records System (PEMRS)
- Provide feedback to the OO Director.
- Submit a SCAR if an allegation of child abuse is received and forward it to the OO Director.
- Communicate with the Department of Mental Health (DMH) staff regarding medical and mental health concerns or complaints received directly by youth and/or their parents/legal guardians.
- Resolve matters concerning the youth's property by contacting the facility supervisor.
- Monitor the Citizens' Complaint box at each facility and submit any new complaints and forms to the OO Director for processing.
- Perform a youth wellness check on behalf of a concerned individual, which includes meeting in person and speaking with the youth privately.
- Arrange court-ordered special visitations and phone calls.
- Participate in Los Angeles County Office of Education (LACOE) parent meetings and, if needed, resolve issues and address any concerns.
- Submit any Community-Based Organizations (CBOs) and stakeholder complaints to the OO Director.
- Provide information regarding the Youth Bill of Rights and grievance rights at the Youth Council meetings.
- Accurately document all information, including statements from youth, parents/legal guardians, staff, and stakeholders.
- Conduct routine outreach and attend facility events.
- Adhere to procedures and guidelines under the Charter of the United States Ombudsman Association (USOA).
- Maintain confidentiality and professionalism and remain impartial and unbiased in all aspects of complaints and investigations.

- Serve as the liaison between OO and the Office of Youth and Community Restoration (OYCR) Ombudsperson.
- Ensure strict compliance with all relevant laws, regulations, Departmental policies and procedures pertaining to complaints and concerns.
- Serve as a mediator between clients, the community, and the Department.

326.3.1 EMERGENCY PROCEDURES

- In the event of emergencies or significant incidents, FO shall immediately notify the Officer of the Day (OD), Director on Duty (DOD), and the OO Director and follow established Emergency Procedures response protocols without delay (Refer to Emergency Policy and Procedures).
- Familiarize with the emergency response plan for the premises.

326.4 OMBUDS OFFICE SUPERVISOR REVIEW PROCESS

The OO Supervisor shall:

- Conduct a review of all documentation.
    - If any documentation is missing, the OO Supervisor shall inform the FO and establish a timeframe for obtaining the missing documentation.
- Immediately notify the OO Director if a regulatory policy or legal violation is identified.
- Forward formal complaint referral letters to the Superintendent, Senior Director, or the authorized designee, explaining the complaint or concerns, evidence collected, and proposed recommendation to resolve.

326.5 OMBUDS OFFICE DIRECTOR REVIEW PROCESS

- The OO Director shall complete a final review of all complaints or concerns received.
- The OO Director shall refer any concerns to IAB and/or communicate with the Chief Probation Officer, Chief Deputy Probation Officer, or Deputy Director, depending on the nature of the complaint, and shall provide recommendations for the Corrective Action Plan (CAP) to address the concern.
- Any deficiencies found during the fact-finding inquiry, the OO Director shall provide guidance, support, and training to the FO, OO supervisor, and recommendations to the bureau.

326.6 COMPLIANCE AND TRAINING

The OO Director and OO staff shall:

- Attend regular training sessions to stay informed and proficient in standard juvenile facility training courses concerning Youth Bill of Rights, juvenile legislation, conflict management, and other ombuds-specific training courses (USOA and OYCR).
- Attend the United States Ombuds Association's Ombuds Trainings.
- Any other training recommended and/or deemed necessary by the Chief Probation Officer or the authorized designee.

326.7 COMPLAINT HANDLING PROCESS

- Staff receiving a complaint or concern shall determine the nature of the complaint or concern and, if possible, resolve the matter immediately.
- If staff are unable to resolve the complaint or concern, the matter shall be referred to a supervisor.
- Depending upon the circumstances and nature of the complaint or concern, the matter may be referred to the supervisor or manager in their chain of command.
- Should the complainant or commenter request an alternative resolution in lieu of speaking to staff, staff should provide a Citizen's Complaint form or the Ombuds hotline number.
- All complaints and concerns shall be addressed and resolved, and a response shall be provided to the complainant or commenter.
- All Citizen Complaint forms, upon receipt, and copies of documents shall be forwarded to the OO within five (5) business days.

326.8 SERVICES TO DEAF AND HEARING-IMPAIRED

- Staff may obtain assistive devices or other accommodations from the FO or by contacting the Office of Ombuds at (877)-822-3222.
- Requests for assistive devices and accommodations may be obtained in person, by mail, or e-mail:
    - Los Angeles County Probation Department

      Headquarters/Ombuds Office

      9150 East Imperial Highway

      Downey, California 90242
    - Email: Ombudsman@probation.lacounty.gov