

ORANGE COUNTY PROBATION DEPARTMENT COMPLAINT PROCESS

As a public safety agency, the mission of the Orange County Probation Department is to serve the community using efficient and research supported corrections practices to reduce crime, assist the Courts in managing offenders, promote lawful and productive lifestyles, and assist victims. It is vital that this mission be pursued through ethical, legal, and professionally sound practice and performance. Departmental policy serves as the philosophical basis and guidance for operational procedures and professional conduct.

How to make a complaint regarding a general practice or disagreement:

- If you do not agree with a decision that was made, or have a general Probation Department complaint, please contact the Probation office by phone, in writing, or in person. If possible, it is usually best to contact the supervisor that has the most knowledge of your complaint.

How to make a specific complaint against personnel:

- Fill out the "Complaints Against Personnel" form attached. Be very specific about what happened. Complaints that allege specific misconduct by an employee(s) are investigated. You may deliver it in person or by mail to:

Orange County Probation Department

P.O. Box 10260, Santa Ana, CA 92711

What happens to my complaint?

- The Chief Probation Officer (or designee) reviews all complaints against personnel.
- The Chief Probation Officer (or designee) will have the employee's supervisor or an Internal Affairs Investigator investigate your complaint. You may be contacted for an interview or for more information.
- If you complete the attached "Complaints Against Personnel" form, you will receive a letter from the Chief Probation Officer (or designee) acknowledging that your complaint has been received.
- A thorough and objective investigation will be conducted.
- After the investigation has been completed, you will receive a letter from the Probation Department advising you, in general terms, of the outcome of your complaint. Specific information about disciplinary action cannot, by law, be shared.
- Your complaint will be classified as follows:
 - Founded - the allegations of misconduct are true, or
 - Actions Justified - the incident occurred but was lawful and/or proper, or
 - Unsubstantiated - insufficient evidence to prove or disprove the allegations, or
 - Unfounded - the allegations are false and/or the incident did not occur.

The complaint process is designed to deal with each case factually and fairly. Citizens who file complaints are treated respectfully and allegations against Probation personnel are taken very seriously.