



COUNTY OF LOS ANGELES SHERIFF CIVILIAN OVERSIGHT COMMISSION

Improving Public Transparency and Accountability

World Trade Center, 350 South Figueroa St., Ste 288, Los Angeles, CA 90071
(213) 253-5678 ▪ coc.lacounty.gov ▪ cocnotify@coc.lacounty.gov

MEMORANDUM

Date: May 28, 2025

To: Lieutenant Tri Hoang, Office of Constitutional Policing
Los Angeles County Sheriff Department

From: Bikila Ochoa, Deputy Executive Director
Sheriff Civilian Oversight Commission

Subject: Request for Information

Sharmaine Moseley
Executive Director

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On May 23, 2025, the Complaints Ad Hoc Committee (Ad Hoc) of the Los Angeles County Sheriff Civilian Oversight Commission (Commission) met to discuss, among other issues, the Los Angeles County Sheriff's Department's (LASD) Public Complaints Process.

To further assist the Commission in conducting research and analysis on LASD policies and procedures and make recommendations to the LASD and the Board of Supervisors, the Ad Hoc respectfully requests the LASD provide information, clarification and responses to the following:

1. Provide a copy of the policy / guidelines for including a member of the public on the LASD's "repetitious complainant" list.
2. If no repetitious complaint policy exists, please explain the following:
 - a. The process for by which the LASD places members of the public on a repetitious complainants list
 - b. The process for removing complainants from the list
 - c. The LASD personnel involved in deciding whom to place on this list
 - d. Whether and how individuals are notified they have been placed on such a list
 - e. The processes by which members of the public are removed from a repetitious complainants list
 - f. The process for documenting complaints made by those on the repetitious complaints list
 - g. Describe notification if any provided to the complainant that they are on the "LASD repetitious complainant list" and how their complaint will be handled.
 - h. Process for determining valid complaints when a person has been previously placed on the repetitious complainants list
3. Provide a copy of the LASD Annoying Call Policy.

Fulfilment of this request will enable the Ad Hoc to further its understanding of LASD's public complaints operations. Please kindly respond to this request, **by June 10, 2025.**

Thank you for your attention to this request. If you have questions, please contact Tracy Jordan at tjordan@coc.lacounty.gov.

Lieutenant Tri Hoang-Complaint Conference Follow-up

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cc: Arthur Calloway, Commissioner, LA County Sheriff Civilian Oversight Commission
Luis S. Garcia, Commissioner, LA County Sheriff Civilian Oversight Commission
Hans Johnson, Commissioner, LA County Sheriff Civilian Oversight Commission
James P. Harris, Commissioner, LA County Sheriff Civilian Oversight Commission
Sharmaine Moseley, Executive Director, LA County Sheriff Civilian Oversight Commission
Eileen Decker, Division Director, LASD Office of Constitutional Policing