



OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

ROBERT G. LUNA, SHERIFF



June 5, 2025

Sharmaine Moseley, Executive Director
Sheriff Civilian Oversight Commission
World Trade Center
350 South Figueroa Street, Suite 288
Los Angeles, California 90071

Via Electronic Submittal

Dear Ms. Moseley:

**RESPONSE TO THE CIVILIAN OVERSIGHT COMMISSION'S
REQUEST FOR FOLLOW UP INFORMATION ON THE
LOS ANGELES COUNTY SHERIFF'S DEPARTMENT'S COMPLAINT PROCESS**

On May 28, 2025, the Los Angeles County Sheriff's Department (Department) received a request from the Civilian Oversight Commission (COC) for additional information regarding the Department's complaint process, specifically information on repetitious complainants. The Department hereby provides the following responses to the list of questions presented.

The questions presented by the COC are highlighted in **bold**, and are followed by the Department's response to each question:

1. **Provide a copy of the policy / guidelines for including a member of the public on the LASD's "repetitious complainant" list**

Please see the attached copy of the Department's Service Comment Handbook, Section I, subsection F, on page 16.

2. **If no repetitious complaint policy exists, please explain the following:**

211 WEST TEMPLE STREET, LOS ANGELES, CALIFORNIA 90012

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Please be aware that the Handbook is the policy of the Department. Handbooks provide the details for specific units in the Department for the execution of broader policies that are provided in the Manual of Policy and Procedures (MPP). While contained in policy, the Department is providing further details below in an effort to assist the COC in answering its questions.

a. The process for which the LASD places members of the public on a repetitious complainants list

Generally, all comments from the public should be documented on a Watch Commander's Service Comment Report (SCR). In rare instances, division chiefs or higher may identify members of the public who make excessive, repeated, and baseless complaints. In only those cases approved by the Division Chief, an SCR need not be taken. However, a log of the call(s) should be maintained in the watch commander's office for reference. All other public complaints should be documented on an SCR form. If it is later determined that numerous complaints are related to a single incident, they can be linked under a master file number.

b. The process for removing complainants from the list

The Department does not have a written procedure for removing complainants from the repetitious complainant list; however, all complaints are logged and maintained in the Watch Commander's office for potential future use, if necessary.

c. The LASD personnel involved in deciding whom to place on the list

The concerned division chief must approve all entries on the repetitious complaint list.

d. Whether and how individuals are notified they have been placed on such a list

Repetitious complainants are generally notified of their status on the list when they call in to file a complaint.

- e. The processes by which members of the public are removed from a repetitious complainants list

See answer for question 2. b.

- f. The process for documenting complaints made by those on the repetitious complaints list

See answer for question 2. a.

- 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

See answer for question 2. d.

- h. Process for determining valid complaints when a person has been previously placed on the repetitious complainants list

When Watch Commanders log a repetitious complainant's entry, it allows the individual Watch Commander an opportunity to view all the complaints and determine if additional investigation is needed.

3. Provide a copy of the LASD Annoying Call Policy

The Department does not have an Annoying Call Policy. In instances where callers violate California Penal Code 653m, the Department has the option of filing criminal charges against the person suspected of violating the law.

The Department previously provided the COC with both the SCR Handbook and the IA Handbook. In the above responses, the Department relies upon the existing SCR Handbook to provide responses. However, we also wish to inform the COC that we are updating the SCR handbook. This process began years ago with an internal review of the Handbooks by the Department, and input by the United States Department of Justice on both Handbooks. The Handbooks are now in the Meet and Confer process with the relevant labor unions. It is our hope that the new manual will be more comprehensive and negotiations on the revised Handbooks will conclude soon.

Ms. Moseley

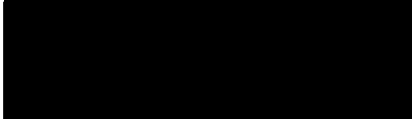
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June 5, 2025

Please do not hesitate to contact us, should you have any questions or concerns regarding this matter.

Sincerely,

ROBERT G. LUNA, SHERIFF

A solid black rectangular box used to redact the signature of April L. Tardy.

APRIL L. TARDY
UNDERSHERIFF