



ROBERT G. LUNA, SHERIFF

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

Part I of Public Complaints Audit:

Availability and Acceptance of Complaint
Information and Initiation and Classification of
Complaints

Antelope Valley Stations

Project No. 2025-11-A

Prepared By:

Audit and Accountability Bureau



2025

**Los Angeles County Sheriff's Department
Audit and Accountability Bureau**

**Part I of Public Complaints Audit:
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Initiation and Classification of Complaints
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AUDIT REPORT

PURPOSE

The Audit and Accountability Bureau (AAB) conducted the Public Complaints Audit under the authority of the Los Angeles County Sheriff's Department (LASD or the Department), pursuant to the United States Department of Justice (US-DOJ) Antelope Valley (AV) Settlement Agreement¹ (Agreement). The purpose of Part I audits (2025-1-A, 2025-11-A, and 2025-24-A) was to determine whether the availability and acceptance of public complaints complied with the Agreement. Specifically, the audit assessed whether Lancaster and Palmdale Stations (AV Stations) complied with paragraphs 124, 125, 126, 128, 132, 140, and 149 of the Agreement.

As mandated by the Agreement, the primary objectives of the audit were to ensure whether availability of complaint information, the acceptance of public complaints, and that Watch Commander's Service Comment Report (WCSCR) investigations were initiated, properly classified, and completed² in a timely manner. These objectives helped assess the Department's transparency practices with the public, as well as its compliance with established policies and the terms of the Agreement.

The results of each audit report were based on the AV Stations' adherence to the Agreement's provisions, the US-DOJ and Monitoring Team (MT) established Agreement Compliance Metrics (compliance metrics), and Department policies. The AAB's audit findings and recommendations provided the MT with essential data for consideration to use toward compliance³ and assessed whether the Department met its obligations under the Agreement.

Paragraph 140 of the Agreement states:

LASD shall conduct a semiannual, randomized audit of LASD-AV's complaint intake, classification, and investigations. This audit will assess whether complaints are accepted and classified consistent with policy, investigations are complete, and complaint dispositions are consistent with a preponderance of the evidence.

¹ [Antelope Valley Settlement Agreement, No. CV 15-03174, United States v. Los Angeles County et al. \(D.C. Cal. April 28, 2015\)](#)

² Completed refers to the approval of investigations at the NPD level.

³ Compliance when mentioned throughout the report refers to whether the AV Stations met the established compliance metrics.

Additionally, Paragraph 149 of the Agreement states:

The Monitor shall... determine whether LASD has implemented and continues to comply with the material⁴ requirements of this Agreement... Where appropriate, the monitor will make use of audits conducted by the [Audit and Accountability Bureau] taking into account the importance of internal auditing capacity and independent assessment of this agreement.

The auditors independently conducted the audits to ensure the audit process, and its outcomes were accurate, thorough, and in line with auditing standards. Key areas of emphasis included comprehensive strategies in audit planning, such as gathering necessary data, and establishing audit populations. This approach ensured the audit evidence was reliable and relevant to the Agreement and the compliance metrics.

The Public Complaints Audits were conducted in the following manner:

Part	Audit
I	Availability and Acceptance of Complaint Information and Initiation and Classification of Complaints
II	Investigation of Public Complaints
III	Adjudication of Public Complaints

This audit is scheduled to be recurring. The table below lists the project numbers, due dates, and population time periods, which are subject to change.

Project Numbers, Due Dates, and Population Time Periods

Project No.	Projected Due Date	Population Time Period
2025-1-A	April 2025	July 1, 2024, through July 31, 2024
2025-11-A	September 2025	September 1, 2024, through October 31, 2024
2025-24-A	December 2025	July 1, 2025, through September 30, 2025

The AAB conducted this audit under the guidance of Generally Accepted Government Auditing Standards (GAGAS).⁵ The AAB determined whether the evidence obtained was sufficient and appropriate to provide a reasonable basis for the findings based on the audit objectives.

⁴ Per the MT, “material” refers to relevant and important information that is generally significant enough to determine or affect the outcome of an issue.

⁵ The GAGAS, also known as the Yellow Book, is issued by the Comptroller General of the United States through the U.S. Government Accountability Office and refers to *Government Auditing Standards*, July 2018 Revision, Technical Update April 2021.

BACKGROUND

On April 28, 2015, the County of Los Angeles, the Department, and the US-DOJ entered into the Agreement with the goal of ensuring police services are provided to the AV community in a manner that fully complies with the Constitution and the laws of the United States. The Department is responsible for implementing the mandated stipulations of the Agreement, ensuring both public and deputy safety, while fostering renewed public trust in the LASD.

The AAB was authorized by the Sheriff of Los Angeles County, the US-DOJ, and the MT to conduct audits of the Department. To improve efficiency and effectiveness, the AAB shifted its audit approach from conducting full-scale audits to limited scope audits. These limited scope audits focus on a narrow set of audit objectives and specific audit populations, which are referred to by the AAB as “mini” audits. The purpose of the mini audits was intended to provide timely feedback to the AV Stations, facilitate opportunities for operational improvements, and demonstrate an increasing commitment toward meeting the established compliance metrics.

OBJECTIVES, SCOPE, AND METHODOLOGY

The Department recognizes the importance of evaluating Department members’ actions when interacting with members of the public. Department members’ interactions with the AV community are essential to developing and maintaining community trust. This audit provided an opportunity to identify areas for process improvement and implement corrective actions where necessary.

Audit Scope

The scope of this audit evaluated the aspects of the availability and acceptance of public complaint information, the initiation and classification of WCSCR investigations, and the AV Station’s timely completion and approval of the WCSCR investigations. The AAB carefully developed the audit objectives, scope, and methodology, focusing on the Agreement and the established compliance metrics. The Department’s compliance was measured against the compliance metrics, along with additional clarification provided by the MT to ensure the appropriate audit test work was conducted and relevant audit documentation was collected and analyzed.

Audit Population and Sampling

The AAB specifically designed the audits to provide the MT with essential data for consideration to use toward compliance and assessed whether the Department was meeting its obligations under the Agreement. Parts II and III of the Public Complaints Audit, along with Objective 3 – Initiation and Classification of Complaints for Part I of the Public Complaints Audit, used the same audit population.

The audit population for Objective 1 – Availability of Complaint Information consisted of all currently displayed complaint informational posters, brochures, and complaint forms at the nine required LASD and non-LASD locations during the audit period.

Additionally, the auditors attended AV Stations’ Community Advisory Committee (CAC) meetings and evaluated meeting minutes, as well as supporting documentation to determine whether informational materials were requested and provided to community groups upon their request.

The audit population for Objective 2 – Acceptance of Complaint Information consisted of mock⁶ public complaints used to evaluate the adequacy of the complaint acceptance process. The auditors made telephone complaints to the AV Stations and the Sheriff’s Information Bureau (SIB).⁷ However, the auditors did not file mock online complaints via the Department’s website (LASD.org) nor did they mail in mock complaints to the AV Stations and the Professional Standards Division (PSD)⁸ as conducted in previous audits. This was due to high compliance rates for these audit objectives and to focus audit resources in problem areas as identified in the prior audit (2025-1-A).

The table below lists the number of mock public complaints tested for acceptance at the AV Stations, PSD, and SIB during the audit period:

Audit Population and Sample - Acceptance of Complaints

Audit Project No.	Electronic Complaints		Mail-in Complaints			Telephone Complaints		
	Lancaster	Palmdale	Lancaster	Palmdale	PSD	Lancaster	Palmdale	SIB
2025-1-A	4	4	4	4	4	8	8	8
2025-11-A	N/A	N/A	N/A	N/A	N/A	8	8	8
2025-24-A	4	4	4	4	4	8	8	8

The auditors identified the investigations for the audit period in the Performance Recording and Monitoring System (PRMS),⁹ and reconciled the data with the Report Navigator¹⁰ to ensure the population selected was accurately accounted for.

⁶ A mock complaint refers to simulated or test complaints submitted by the auditors during the audit to assess the complaint intake, handling, and resolution process.

⁷ SIB is responsible for accepting telephone complaints on the Department’s 800 Number.

⁸ The Agreement states, mail-in complaints can be submitted to PSD. If PSD Operations determines it is a complaint, the complaint will be submitted to the PSD’s Internal Affairs Bureau (IAB) for distribution to the AV Stations.

⁹ The PRMS is a web-based application that systematically records data relevant to incidents involving uses of force, shootings, and commendations/complaints regarding Sheriff’s Department personnel. In addition, PRMS tracks the progress of administrative investigations, civil claims and lawsuits, discovery motions, employee commendations, preventable, traffic, collisions, custody complaints, special conditions that the Department handles.

¹⁰ Report Navigator is a database used by the Department to identify current and overdue complaint investigations.

The auditors only evaluated completed¹¹ investigations. This allowed for the evaluation of the effectiveness of the management review process. The population consisted of all WCSCR investigations initiated from September 1, 2024, through October 31, 2024.

Lancaster Station had a total of 27 WCSCR investigations in PRMS. Of the 27 investigations, five were commendations, and two were not yet approved at the NPD level. The remaining 20 investigations comprised the audit population for this station.

Palmdale Station had a total of 23 WCSCR investigations in PRMS. Of the 23 investigations, seven were commendations. The remaining 16 investigations comprised the audit population for this station.

Using a one-tailed statistical test with a 95% confidence level and a 4% error rate, the auditors identified a statistically valid random sample of incidents for the audit period. As a result, a total of 31 completed WCSCR investigations were reviewed for the audit, 17 from Lancaster Station and 14 from Palmdale Station.

The investigations initiated and audited are indicated below:

Audit Population - Initiation and Classification of Complaints

Audit Project No.	WCSCR Investigations Initiated		WCSCR Investigations Audited	
	Lancaster	Palmdale	Lancaster	Palmdale
2025-1-A	15	16	7	9 ¹²
2025-11-A	27	23	17	14
2025-24-A	TBD	TBD	TBD	TBD

Validation of Audit Population

Public complaints are documented in WCSCR investigations; however, they can also be discovered through other Department investigations or documents, not all of which result in the initiation of a public complaint investigation. Those areas include civil claims, lawsuits, Watch Commander telephone calls, Watch Commander’s Log (WCL), and the Mobile Digital Computer (MDC).¹³

¹¹ Completed refers to the approval of investigations at the North Patrol Division (NPD) level.

¹² Of the 11 investigations analyzed, two were analyzed under Objective 3(a) – Prompt Initiation of Complaint and Objective 3(b) – Discouraging or Inhibiting a Complaint. They did not apply to the other objectives because of the pending Administrative Investigation.

¹³ A Computer system installed in patrol vehicles, enabling Department members to access Department databases, communicate with dispatch, and perform operational tasks in the field.

The AAB reviewed and validated these areas to assess the validity of the audit population, as outlined below.

1. Civil Claims and Lawsuits

Civil claims and lawsuits can contain allegations of misconduct that went unaddressed. To validate public complaints from civil claims and lawsuits, the auditors identified and reviewed all civil claims and lawsuits with an incident date or filed during the audit period of September 1, 2024, through October 31, 2024. The auditors evaluated the documentation and relevant associated media, such as video recordings, to determine whether they contained unaddressed allegations of misconduct. The auditors identified ten civil claims, six for Lancaster Station and four for Palmdale Station. One from Lancaster Station and one from Palmdale Station were related to lawsuits, and four from Palmdale Station did not contain allegations of misconduct. As a result, two civil claims for Lancaster Station and two civil claims for Palmdale Station were evaluated.

Similarly, the auditors identified six lawsuits (three for Lancaster Station and three for Palmdale Station); however, one from Lancaster Station was investigated by Internal Criminal Investigations Bureau, one from Lancaster Station and two from Palmdale Station did not contain allegations of misconduct. As a result, one lawsuit from Lancaster Station and one from Palmdale Station were evaluated.

2. Watch Commander's Recorded Telephone Line and Log

The auditors randomly identified two weeks (May 25 through June 7, 2025) and reviewed the telephone calls from the Watch Commander's line to determine whether a supervisor should have initiated a complaint or provided a suitable justification in the WCL explaining why a WCSCR investigation was not necessary. The auditors evaluated a total of 345 recordings.

The auditors also evaluated all entries in the WCL for the audit period of May 25, through June 7, 2025, to determine whether any log entry documented an allegation of misconduct that resulted in a WCSCR or provided a suitable justification for not initiating a WCSCR. The auditors evaluated a total of 348 entries in the WCL.

3. Mobile Digital Computer Log

The auditors retrieved data for all AV Stations' supervisors' entries in the MDC Log with clearance code 777 (assist citizen), during the audit period of September 1 through October 31, 2024, which may be used to document a contact with a member of the public regarding any allegation determined not to be a complaint. Upon review, the auditors determined all entries, within the audit period, were evaluated in the 2024-57-A Public Complaints audit. Therefore, the MDC Log will not be evaluated for this audit.

The body-worn camera (BWC)¹⁴ recordings, telephone calls from the Watch Commander lines recorded in the NICE Inform system,¹⁵ WCL entries, civil claims and lawsuits filed, and the MDC with clearance code 777 (assist citizen) were evaluated for the applicable audit objectives and samples. The auditors provided a detailed summary of procedures and audit findings within each objective.

Audit Procedures

The auditors reviewed the compliance metrics related to public complaints and examined the AV Stations' processes, materials, and documents, including logs, correspondence, and audio recordings. Additionally, the auditors submitted mock complaints to evaluate the process by which complaint materials were made available and the acceptance of public complaints.

The auditors conducted detailed testing using audit tools designed for various audit objectives. The auditors analyzed the information gathered and documented their findings on audit work papers,¹⁶ which underwent further levels of review.

In instances when the auditors observed potential misconduct not previously identified by station management, an interim audit memorandum detailing the incident would be submitted to the NPD for their review and disposition.

Summary of Findings

This audit consisted of three main objectives with a total of 14 sub-objectives. The AV Stations were evaluated separately for each sub-objective. The results were then combined to assess whether they collectively complied with the compliance metrics.

¹⁴ A BWC is a video and audio recording device worn by a Department member that allows an event to be recorded and saved as a digital file.

¹⁵ The NICE Inform is an online audio storage system used to archive incoming and outgoing calls (with additional capabilities).

¹⁶ Audit work papers are formally known as audit working papers and are created, gathered, and compiled by the auditor throughout the audit process. These documents provide the supporting documentation for the audit findings and conclusions.

The table below outlines the audit objectives and their corresponding compliance metrics findings:

Summary of Compliance Metrics Findings

Objective No.	Audit Objectives	Lancaster %	Palmdale %	AV Total	Compliance Metrics %
1	AVAILABILITY OF COMPLAINT INFORMATION				
1(a)	<i>Specified Facilities</i>	100%	100%	100%	89%
1(b)	<i>Community Groups</i>	100%	100%	100%	100%
1(c)	<i>Department Website</i>			100%	100%
1(d)	<i>Station Websites</i>	100%	100%	100%	100%
2	ACCEPTING PUBLIC COMPLAINTS				
2(a)	<i>Mail-in Form</i>	Not tested			100%
2(b)	<i>Email Complaints</i>	Not tested			100%
2(c)	<i>Department's 800 Number</i>			63%	100%
2(d)	<i>Complaint Calls Transferred to Supervisor without Unnecessary Delay</i>	75%	88%	81%	100%
2(e)	<i>Supervisor's Willingness to Accept Telephone Complaints</i>	100%	100%	100%	100%
3	INITIATION AND CLASSIFICATION OF COMPLAINTS				
3(a)	<i>Prompt Initiation of Complaint</i>	90%	76%	84%	100%
3(b)	<i>Discouraging or Inhibiting a Complaint</i>	100%	100%	100%	95%
3(c)	<i>Watch Commander Initiates a WCSCR or Provides Justification in the Watch Commander's Log</i>	50%	86%	82%	100%
3(d)	<i>Field Supervisor's Documentation of Contacts That Did Not Constitute a Complaint</i>	100%	93%	97%	100%
3(e)	<i>Service Versus Personnel Complaints</i>	100%	100%	100%	95%

Detailed Findings

This report provides detailed information on the findings noted during the audit for all objectives.

Objective No. 1 – Availability of Complaint Information

This objective evaluated whether public complaint information was made available as specified in the established compliance metrics.

Objective No. 1(a) – Specified Facilities

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Public Access to Complaint Information, Paragraphs 124 and 125 (partial) (October 2019), Section 3A, 3B, and 3C states:

3. *LASD will be deemed in substantial outcomes compliance when it:*
 - A. *Displays approved informational materials, including LASD’s “Procedures for Public Complaints” brochures (includes a complaint form) in English and Spanish and posters, which inform the public about LASD’s process for filing public complaints.*
 - B. *Ensures that the below locations have informational materials “Procedures for Public Complaints” brochures readily available for the public when the location is operable.*
 1. *Lancaster Station Lobby*
 2. *Lake Los Angeles Library*
 3. *Lancaster Library*
 4. *Quartz Hill Library*
 5. *Michael Antonovich Antelope Valley Court House (at the Sheriff’s public counter)*
 6. *Antelope Valley Juvenile Court (at the Sheriff’s public counter)*
 7. *Palmdale Station Lobby*
 8. *Littlerock (County) Library*
 9. *Acton/Agua Dulce (County) Library*

- C. *Upon inspection, **no more than one** of the operable locations listed above fails to have any of the requisite complaint materials available. The unavailability of complaint material at a non-LASD facility will not be considered a failure if LASD has documented they have made reasonable efforts within 30 days preceding the inspection(s) to ensure complaint material was readily available at the location.*

Procedures

The auditors conducted unannounced inspections of the designated locations to verify whether the required complaint-related materials, including LASD's "Procedures for Public Complaints" brochures, complaint forms, and informational posters were displayed in both English and Spanish.¹⁷ The auditors took photographs of the complaint-related materials at each site to determine whether the information was clear and accessible to the public. If the required materials were not displayed at the AV Stations, the auditors inquired with desk personnel about the availability of additional materials to replenish their displays. If the required materials were not displayed at locations outside the Department's control (such as libraries and courts), the auditors confirmed whether LASD documented a reasonable effort to display the materials within the past 30 days. This documentation was verified through the Watch Commander's Log in the Station/Bureau Administration Portal (SBAP).¹⁸

Findings

For the AV Stations combined, all nine (100%) of the inspected locations met the criteria for this objective because they had the required informational materials, including LASD's How Do I File a Complaint brochures, complaint forms, and informational posters displayed in both English and Spanish.

For Lancaster, all six (100%) of the inspected locations had the necessary informational materials, including LASD's How Do I File a Complaint brochures, complaint forms, and informational posters displayed in both English and Spanish.

¹⁷ There are no established compliance metrics for this audit objective. Per paragraph 3C, no more than one of the operable locations may fail to meet the criteria. Therefore, the auditors documented 89% to be an appropriate compliance metric.

¹⁸ The SBAP is a data entry system designed to collect and track data related to risk management incidents, which are primarily used at a station level. The system includes data on uses of force, traffic collisions, public comments, pursuits, administrative investigations, shots fired, employee injuries, and lawsuits and civil claims.

For Palmdale, all three (100%) of the inspected locations had the necessary informational materials, including LASD's How Do I File a Complaint brochures, complaint forms, and informational posters displayed in both English and Spanish.

Recommendations

There are no recommendations because the AV Stations met the compliance requirements for this objective.

Objective No. 1(b) – Community Groups

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Public Access to Complaint Information, Paragraphs 124 and 125 (partial) (October 2019), Section 3E states:

E. Informational materials are made available to community groups on request.

Procedures

The auditors attended the AV Stations' CAC meetings unannounced during the audit period to assess whether informational materials were made available and provided to community groups at their request. In addition, the auditors evaluated the corresponding CAC meeting agendas and minutes to determine whether any community members requested informational materials and whether those requests were fulfilled. The auditors also interviewed the CAC chairs to determine whether they received any complaints regarding access to complaint materials. If the materials were observed to be available at the CAC meetings, auditors considered the criteria met for this audit objective.

Findings

The auditors attended the Palmdale CAC's Town Hall meeting on May 19, 2025, and the Lancaster CAC's Town Hall meeting on June 3, 2025. The chairpersons informed community members about the various methods available for filing complaints, and complaint materials were displayed at the entrance of the meetings, near the sign-in sheet. The auditors noted that there were no requests for informational materials and that no complaints were received from community groups or individuals regarding the unavailability of complaint materials.

Additionally, the auditors reviewed the CAC meeting agendas and minutes and found that no community members requested informational materials. Furthermore, during interviews with the CAC chairs, both confirmed that community members did not request complaint materials or express concerns about their ability to access these materials for filing complaints.

The AV Stations (100%) combined met the criteria for this objective because the materials were observed to be available at the CAC meetings.

Lancaster Station (100%) met the criteria for this objective because the materials were observed to be available at the CAC meeting attended by auditors.

Palmdale Station (100%) met the criteria for this objective because the materials were observed to be available at the CAC meeting attended by auditors.

Recommendations

There are no recommendations because the AV Stations met the compliance requirements for this objective.

Objective No. 1(c) – Department Website

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Public Access to Complaint Information, Paragraph 124 and 125 (partial) (October 2019), Section 3D states:

D. At all times, complaint material is available on LASD-AV station websites.

Procedures

The auditors reviewed the Department’s website (LASD.org) to access the “File a Complaint” tab under the “Contact Us” drop-down menu. The auditors verified whether the public complaint information was accessible in both English and Spanish. To view the information in Spanish, the auditors utilized the drop-down language menu or clicked the Spanish link provided on the webpage.

Findings

The Department (100%) met the criteria for this objective because complaint information was available in both English and Spanish on the Department’s website (LASD.org).

Recommendations

There are no recommendations because the AV Stations met the compliance requirements for this objective.

Objective No. 1(d) – Station Websites

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Public Access to Complaint Information, Paragraphs 124 and 125 (partial) (October 2019), Section 3D states:

D. At all times, complaint material is available on LASD-AV station websites.

Procedures

The auditors accessed the Department’s website (LASD.org) and navigated to the “Your LASD” tab to access the drop-down menu for AV Stations. The auditors then selected the “Contact Us” tab, followed by the “File a Complaint” tab, and verified whether the public complaint information was available in both English and Spanish. To view the information in Spanish, the auditors utilized the drop-down language menu or clicked the Spanish link provided on the webpage.

Findings

For the AV Stations combined, all (100%) met the criteria for this objective, and public complaint information was available in both English and Spanish on the respective AV Stations’ webpages (LASD.org/Lancaster and LASD.org/Palmdale).

For Lancaster Station, all (100%) met the criteria for this objective, and public complaint information was available in both English and Spanish on the respective AV Station’s webpages (LASD.org/Lancaster)

For Palmdale Station, all (100%) met the criteria for this objective, and public complaint information was available in both English and Spanish on the respective AV Station’s webpages (LASD.org/Palmdale).

Recommendations

There are no recommendations because the AV Stations met the compliance requirements for this objective.

Objective No. 2 – Acceptance of Complaints

This objective evaluated the LASD’s acceptance of public complaints as specified in the established compliance metrics.

Objective No. 2(a) – Mail-in Complaints

Criteria

There were no applicable compliance metrics for this objective. However, Paragraph 125 of the Agreement states, *“LASD will continue to accept all personnel complaints, including anonymous and third-party complaints, for review and investigation. Complaints may be made in writing or verbally, in person or by mail, telephone (or TDD), facsimile, or electronic mail, as well as in the field.”*

In addition, Paragraph 126 of the Agreement states, *“The refusal to accept a personnel complaint, discouraging the filing of a complaint, or providing false or misleading information about filing a complaint, shall be grounds for discipline, up to and including termination.”*

According to the proposed draft of the Service Comment Report (SCR) Handbook¹⁹ (August 2022), within five business days of receiving a complaint, the unit’s Operations staff shall mail an acknowledgment letter to the reporting party. This letter acknowledges the complaint was received by the unit. The letter shall be sent regardless of whether the complaint was made in person, by telephone, electronically, or by mail.

The Department’s mail-in form can be completed and mailed to any Sheriff’s station or to:

LASD Professional Standards Division
211 West Temple St
Los Angeles, CA 90012

Procedures

The auditors did not send mail-in mock complaints to the AV Stations and PSD for this audit period.

¹⁹ Proposed draft SCR Handbook, revised 08/01/2022.

Findings

This objective was not evaluated during this audit period. Mail-in complaints will be assessed in the next audit (2025-24-A).

Recommendations

There are no recommendations because this objective was not evaluated during the current audit period.

Objective No. 2(b) – Email Complaints

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaint Intake, Paragraphs 125 and 126 (October 2019), Section 3A states:

- A. ***At all times***, LASD’s telephone and internet systems allow for acceptance of personnel complaints via telephone, fax, and email.

Procedures

The auditors did not submit email complaints to the AV Stations through the Department’s web portal on LASD.org for this audit period.

Findings

This objective was not evaluated during this audit period. Email complaints will be assessed in the next audit (2025-24-A).

Recommendations

There are no recommendations because this objective was not evaluated during the current audit period.

Objective No. 2(c) – Department’s 800 Number

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaint Intake, Paragraphs 125 and 126 (October 2019), Section 3A states:

- A. ***At all times, LASD’s telephone and internet systems allow for acceptance of personnel complaints via telephone, fax, and email.***

Procedures

The auditors conducted mock complaint calls using the Department’s 800 telephone number (800-698-TALK) in both English and Spanish. During these calls, the auditors remained anonymous and refrained from disclosing any information that would compromise the integrity of the test. These calls were made randomly over several days, including weekdays and weekends, and covered all three shifts: morning (AM), afternoon (PM), and evening (EM).

For the Spanish-language calls, the auditors assessed whether translation services were provided if the call-taker did not speak the same language as the caller. This ensured the complaint intake process was facilitated appropriately for Spanish speakers.

Additionally, the auditors reviewed the recordings in the NICE Inform system to confirm the if complaint calls were properly accepted. If a complaint call was not accepted or there were delays, the auditors checked the NICE Inform system for other calls, such as 9-1-1 emergency calls, to determine whether these had impacted the AV Stations’ ability to respond to the auditors’ complaint calls.

Findings

For the complaints made to the Department’s 800 Number, five (63%) telephone calls met the criteria for this objective, as the call-taker accepted the complaint. The remaining three telephone calls (37%) did not meet the criteria because the call-taker did not facilitate the acceptance of the complaint.

Specifically:

SIB-4²⁰: The auditors conducted a mock telephone call in English to the Department's 800 Number during the weekend AM Shift (0600 – 1400 hours), requesting to speak with someone who could accept a complaint. The desk personnel (call-taker) asked the caller for the location in which the incident occurred. When the caller stated the incident occurred in Lancaster, the desk personnel transferred the caller to Lancaster Station. The call-taker should have transferred the caller to a supervisor authorized to take a complaint within SIB.

SIB-6: The auditors conducted a mock telephone call in Spanish to the Department's 800 Number during the weekday AM Shift (0600 – 1400 hours), requesting to speak with someone who could accept a complaint. The desk personnel informed the caller that no Spanish speaker was available to take a complaint. The call-taker should have utilized the translation services to assist the caller and/or transferred the caller to a supervisor authorized to take a complaint within SIB.

SIB-8: The auditors conducted a mock telephone call in Spanish to the Department's 800 Number during the weekend AM Shift (0600 – 1400 hours), requesting to speak with someone who could accept a complaint. The desk personnel informed the caller that no Spanish speaker was available to take a complaint. The call-taker should have utilized the translation services to assist the caller and/or have transferred the caller to a supervisor authorized to take a complaint within SIB.

Recommendations

It is recommended SIB conducts a re-brief of SIB Unit Order 20-08 regarding Sheriff's Department Public Comment 1-800 Line to their personnel. The unit order outlines the procedures for receiving and documenting complaints received through the 1-800 number. In addition, Department members should be reminded to utilize the Limited English Proficiency (LEP) services number to access a translator when assisting LEP callers.

Additionally, the auditors previously recommended the SIB conduct a weekly internal audit of the telephone call logs to identify phone complaints and determine whether they were accepted and processed. The documentation of the weekly audit should be reviewed and approved by the Unit Commander.

²⁰ SIB refers to the Sheriff's Information Bureau. The number represents the sample being referred to of those reviewed for the Sheriff's Information Bureau.

The AAB conducted a follow up of audit recommendations of a previous audit. The SIB responded that they are in the process of implementing corrective actions to address the recommendation by instituting a dedicated telephone line to receive public complaints. The implementation of the dedicated telephone line remains forthcoming. This appears to be a persistent issue that has not yet been fully addressed. Immediate and effective action is required to ensure corrective measures are implemented and sustained.

Objective No. 2(d) – Complaint Calls Transferred to Supervisor without Unnecessary Delay

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaint Intake, Paragraphs 125 and 126 (October 2019), Section 3B states:

B. Requests to make a personnel complaint are referred to a supervisor without unnecessary delay.

Procedures

The auditors conducted mock complaint calls to each AV station using the public telephone number listed on each AV Station's website and determined whether requests to file a complaint were referred to a supervisor without unnecessary delay. These calls were made randomly in both English and Spanish over several days, including weekdays and weekends, and covered all three shifts: AM, PM, and EM.

During these calls, the auditors remained anonymous and refrained from disclosing any information that would compromise the integrity of the test. The auditors called the front desk, requested to file a personnel complaint, and waited to be transferred to a supervisor. If the auditor successfully connected with a supervisor, they asked for the supervisor's name, stated their intention to file a complaint against a deputy, and inquired whether the supervisor was willing to assist them. If the supervisor agreed to assist with the complaint over the phone, the auditor then provided a reason to end the call. For the calls made in Spanish, the auditors also noted whether translation services were offered to facilitate the complaint intake process.

The auditors reviewed the recordings in the NICE Inform system to determine if the AV Stations referred the complaint to a supervisor without unnecessary delay. If there was a delay in handling a complaint, the auditors reviewed the NICE Inform system for other calls, such as 9-1-1 emergency calls, to determine whether these had impacted the AV Stations' ability to respond to the auditors' complaint calls.

Findings

For the AV Stations combined, 13 (81%) of the 16 telephone calls met the criteria for this objective, as the calls were transferred to a supervisor without unnecessary delay. The remaining three (19%) calls, all in Spanish, did not meet the criteria for this objective because the telephone calls were not transferred to a supervisor without unnecessary delay.

For Lancaster Station, six (75%) of the eight telephone calls met the criteria for this objective because the calls were transferred to a supervisor without unnecessary delay. The remaining two calls (25%) did not meet the criteria for this objective because the telephone calls were not transferred to a supervisor without unnecessary delay.

For Palmdale Station, seven (88%) of the eight telephone calls met the criteria for this objective because the calls were transferred to a supervisor without unnecessary delay. The remaining one call (12%) did not meet the criteria for this objective because the telephone call was not transferred to a supervisor without unnecessary delay.

Of the above seven telephone calls, one of the mock Spanish-language calls was disconnected when the desk personnel attempted to transfer the caller and interpreter to the Watch Commander's line. A second call was made to Palmdale Station, and the desk personnel connected the interpreter service. She informed the caller the supervisor did not speak Spanish and asked for the caller's contact information to receive a return call. A return call was received from a Spanish-speaking Department member; however, this return call was not successfully transferred to the Watch Commander. Because the Watch Commander did not participate in the returned communication, the telephone call could not be evaluated under Objective 2(e).

Specifically:

TCL-7²¹: The auditors conducted a mock telephone call in Spanish to Lancaster Station during the PM Shift (1400 – 2200 hours) and requested to speak with a supervisor who could take a complaint. The desk personnel used a translation service for the telephone call. The caller was transferred to the Watch Commander without unnecessary delay.

The Watch Commander was not available, and the caller was routed back to the front desk. The desk personnel answered the call and connected an interpreter for translation. The caller was unable to be transferred to the Watch Commander because the desk personnel disconnected the line. As the desk attempted to transfer the caller and interpreter back to the Watch Commander's line, it was disconnected. The desk personnel did not ask the caller for their callback information prior to disconnecting the call. To avoid unnecessary delay, the desk personnel should have asked the caller for their callback information to provide to the Watch Commander.

²¹ TCL refers to telephone calls for Lancaster Station. The number represents the sample being referred to of those reviewed for Lancaster Station.

TCL-8: The auditors conducted a mock telephone call in Spanish to Lancaster Station during the weekend AM Shift (0600 – 1400 hours) and requested to speak with a supervisor who could take a complaint. The caller was transferred to the Watch Commander without unnecessary delay but the Watch Commander was not available, and the caller was routed back to the front desk. The desk personnel were provided with the caller’s contact information; however, a return call was not received. To avoid unnecessary delay, the supervisor should have contacted the caller to accept the personnel complaint.

TCP-5²²: The auditors conducted a mock telephone call in Spanish to Palmdale Station during the EM Shift (2200 – 0600 hours) and requested to speak with a supervisor who could take a complaint. The desk personnel informed the caller in Spanish that the supervisor does not speak Spanish. The caller left contact information for a return call; however, no return call was received. To avoid unnecessary delay, the desk personnel should have transferred the caller to a supervisor who could take the complaint and use translation services.

Recommendations

It is recommended the AV Stations provide training and regular reminders to desk personnel on the proper procedures for receiving and transferring complaint-related calls to a supervisor. Desk personnel must be briefed that transferring a caller and an interpreter simultaneously to the Watch Commander line disconnects the call. The desk must transfer the caller to the Watch Commander, who will then connect with an interpreter on their own line. This procedure must be followed consistently, as the desk continues to encounter this issue.

²² TCP refers to telephone calls for Palmdale Station. The number represents the sample being referred to of those reviewed for Palmdale Station.

Objective No. 2(e) – AV Station Phones – Supervisor’s Willingness to Accept Telephone Complaints

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaint Intake, Paragraphs 125 and 126 (October 2019), 3A states:

- A. ***At all times, LASD’s telephone and internet systems allow for acceptance of personnel complaints via telephone, fax, and email.***

Procedures

The auditors conducted mock complaint calls using the public telephone number listed on each AV Station’s website and determined whether requests to file a complaint were referred to a supervisor without unnecessary delay. These calls were made randomly in both English and Spanish over several days, including weekdays and weekends, and covered all three shifts: AM, PM, and EM.

During these calls, the auditors remained anonymous and refrained from disclosing any information that would compromise the integrity of the test. The auditors called the front desk, requested to file a personnel complaint, and waited to be transferred to a supervisor.

If the auditor successfully connected with a supervisor, they asked for the supervisor’s name, stated their intention to file a complaint against a deputy, and inquired whether the supervisor was willing to assist them. If the supervisor agreed to assist with the complaint over the phone, the auditor then provided an excuse to end the call. For the calls made in Spanish, the auditors also noted whether translation services were offered to facilitate the complaint intake process.

The auditors reviewed the recordings in the NICE Inform system to verify whether the calls were accepted. If a complaint call was not accepted or experienced delays, the auditors checked the NICE Inform system for other calls, such as 9-1-1 emergency calls, to determine whether these impacted the AV Stations’ ability to respond to the auditors’ complaint calls.

Twelve calls were successfully transferred to the Watch Commander which were evaluated for this objective.

Findings

For the AV Stations combined, all 12 (100%) telephone calls met the criteria for this objective because the supervisor was willing to accept the complaint.

For Lancaster Station, all six (100%) telephone calls met the criteria for this objective because the supervisor was willing to accept the complaint.

For Palmdale Station, all six (100%) telephone calls met the criteria for this objective because the supervisor was willing to accept the complaint.

Recommendations

There are no recommendations because the AV Stations met the compliance requirements for this objective.

Objective No. 3 – Initiation And Classification of Complaints

This objective evaluated whether an investigation was initiated for all public complaints and if the investigations were properly classified.

Objective No. 3(a) – Prompt Initiation of Complaint

Criteria

There is no specific compliance metric percentage for this objective; however, the Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Complaint Intake, Paragraph 125 and 126 (October 2019), Section 3B states:

3. LASD will be deemed in substantial outcomes compliance when: ...

B. Requests to make a personnel complaint are referred to a supervisor without unnecessary delay.

Additionally, the Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Management Oversight and Adjudication, Paragraph 130 (October 2019), states:

...LASD shall investigate every allegation of misconduct that arises during an investigation even if an allegation is not specifically articulated as such by the complainant.

Procedures

For the selected WCSCRs for each audit, the auditors reviewed intake interviews (audio and/or video) and related WCSCR investigation materials, such as emailed complaint forms, linked to the WCSCR investigations. The auditors analyzed audio and/or video recordings obtained from LASD.Evidence.com and the NICE Inform system to determine whether any delay in the initiation of the complaint resulted from Department actions. Specifically, the auditors compared the date and time the complainant made the allegation obtained from the intake interviews (audio and/or video) and the emailed complaint form to the date and time the information was documented on the WCSCR form.

Additionally, the auditors identified and reviewed all civil claims and lawsuits filed against AV Stations personnel during the audit time period to determine whether allegations of misconduct were made and whether a WCSCR investigation was subsequently initiated.

Findings

For the AV Stations combined, a total of 31 (84%) WCSCR investigative packets and civil claims/lawsuits met the criteria for this objective because a WCSCR was initiated for the allegations of misconduct without delay. The six (16%) WCSCR investigative packets and civil claims/lawsuits did not meet the criteria for this objective because the WCSCR was not initiated for the allegations of misconduct without delay.

For Lancaster Station, a total of 18 (90%), 16 WCSCR investigative packets, one civil claim, and one lawsuit met the criteria for this objective because a WCSCR was initiated for the complaints of misconduct without delay. A total of 2 (10%), one WCSCR investigative packet, and one civil claim did not meet the criteria for this objective because the WCSCR was not initiated without unnecessary delay for the alleged misconduct identified in the one WCSCR investigation, civil claim and lawsuit.

For Palmdale Station, a total of 13 (76%), ten WCSCR investigative packets, two civil claims, and one lawsuit met the criteria for this objective because a WCSCR was initiated for the complaints of misconduct without delay. A total of four (24%) WCSCR investigative packets did not meet the criteria for this objective because the WCSCR was not initiated for the complaints of alleged misconduct without delay.

Specifically:

L-14²³: The complainant called the station to allege his rights were violated, he was improperly detained, and he was injured by the deputies. The deputies told the reporting party to go to the station to file a complaint. The reporting party made a complaint at the station the day after the incident. The auditors determined the deputies should have requested a field supervisor to respond to the incident location to initiate a WCSCR for the alleged misconduct without unnecessary delay. And assess the severity of his alleged injury, right?

CCL-1²⁴: The claimant alleged that deputies slandered and harassed him. The claimant also alleged this incident was an attempt by law enforcement to incite a violent reaction to incarcerate him. In reviewing PRMS, auditors verified a WCSCR was not initiated. The auditors determined a WCSCR should have been initiated for the alleged misconduct identified in the civil claim.

²³ L refers to Lancaster Station. The number represents the sample being referred to of the 17 WCSCR investigations reviewed for Lancaster Station.

²⁴ CCL refers to civil claims for Lancaster Station. The number represents the sample being referred to of those reviewed for Lancaster Station.

P-3²⁵: The reporting party alleged Department personnel attempted to touch her private areas during a use of force (UOF) incident and search upon entering the Palmdale Station jail. The force incident occurred on June 12, 2024, and a WCSCR for the allegations was initiated on September 25, 2024. In reviewing BWC recordings and PRMS, auditors determined the reporting party told the Watch Commander about her complaint and the Watch Commander did not initiate a WCSCR. The auditors determined that a WCSCR for the alleged misconduct should have been initiated by the Watch Commander conducting the UOF interview without unnecessary delay.

P-4: The reporting party alleged in the UOF Watch Commander interview that deputies were too aggressive with him for no reason during the force incident. The UOF occurred on August 6, 2024, and a WCSCR for the allegations was initiated on September 12, 2024. In reviewing BWC recordings and PRMS, auditors determined the reporting party told the Watch Commander about his complaint and the Watch Commander did not initiate a WCSCR on the day of the force incident. The auditors determined that a WCSCR for the alleged misconduct should have been initiated on the same day as the UOF incident without unnecessary delay.

P-10: The reporting party alleged he was racially profiled, removed from the vehicle without cause, improperly arrested, and his wife and children were placed in an unsafe situation. Upon reviewing BWC recordings, auditors determined the reporting party told the field supervisor about his complaint during the incident and the supervisor did not initiate a WCSCR. The auditors determined the field supervisor should have initiated a WCSCR for the alleged misconduct without unnecessary delay.

P-13: The reporting party alleged in the UOF Watch Commander interview that deputies used excessive force during a UOF incident that occurred on July 19, 2024. A WCSCR for the allegations from the force incident was initiated on September 5, 2024. . In reviewing BWC recordings and PRMS, auditors determined the reporting party told the Watch Commander about his complaint and the Watch Commander did not initiate a WCSCR. The auditors determined that a WCSCR for the alleged misconduct should have been initiated on the same day as the UOF.

Recommendations

It is recommended that AV Stations' Operations staff carefully review all civil claims, lawsuits, and UOF incidents to ensure a WCSCR investigation is initiated when allegations of misconduct are made. Additionally, it is recommended that supervisors are held accountable for not initiating a WCSCR promptly when they are made aware of allegations of misconduct by department personnel.

²⁵ P refers to WCSCR investigative packets for Palmdale Station. The number represents the sample being referred to of 14 WCSCR investigations reviewed for Palmdale Station.

Objective No. 3(b) – Discouraging or Inhibiting a Complaint

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Complaint Intake, Paragraphs 125 and 126 (October 2019), Section 3F states:

3. *LASD will be deemed in substantial outcomes compliance when: ...*

F. In 95% of cases when an employee is found to have refused to accept a personnel complaint, discouraged the filing of a complaint, or provided false or misleading information about filing a complaint, appropriate corrective action is taken, to potentially include discipline up to and including termination.

Procedures

For the selected WCSCRs in each audit, the auditors reviewed intake interviews (audio and/or video), including BWC recordings and recorded telephonic conversations obtained from LASD.Evidence.com, to determine whether an employee refused to accept a complaint, discouraged a complainant from filing a complaint, or provided false or misleading information about the complaint filing process.

Findings

Of the 31 WCSCR investigations reviewed, three were initiated from a UOF investigation and therefore resulted in 28 WCSCRs evaluated for this objective. For the AV Stations combined, all 28 (100%) met the criteria for this objective because the auditors determined there was no evidence AV Station personnel refused or discouraged complainants from filing a complaint.

For Lancaster Station, all 17 (100%) met the criteria for this objective because the auditors determined there was no evidence Lancaster Station personnel refused or discouraged complainants from filing a complaint.

Of the 14 WCSCR investigations reviewed for Palmdale Station, three were initiated from a UOF investigation and therefore resulted in 11 WCSCRs evaluated for this objective. For Palmdale Station, all 11 (100%) met the criteria for this objective because the auditors determined there was no evidence Palmdale Station personnel refused or discouraged complainants from filing a complaint.

Recommendations

There are no recommendations because the AV Stations met the compliance requirements for this objective.

Objective No. 3(c) – Watch Commander Initiates a WCSCR or Provides Justification in Watch Commander’s Log

Criteria

There is no specific compliance metric percentage for this objective; however, the Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Complaint Intake, Paragraph 126 (October 2019), Section 3E states:

3. LASD will be deemed in substantial outcomes compliance when: ...

E. A supervisor who determines a public complaint does not constitute a personnel or service complaint records the complaint and rationale for that decision either in a supervisor’s report or entry in the Watch Commander’s log.

Procedures

For the selected audit period, the auditors reviewed two weeks of telephone calls from the Watch Commander lines that were recorded in the NICE Inform system to determine whether a supervisor should have initiated a complaint or provided a suitable justification in the WCL explaining why a WCSCR investigation was not necessary.

The auditors reviewed entries made in the WCL labeled as “Non-Complaint” Incidents and attempted to verify the documented entry information against their corresponding phone calls or BWC recordings.

The auditors reviewed a total of 345 calls from the Watch Commander line for the AV Stations combined during the audit period of May 25, 2025, through June 7, 2025. Of these calls, 153 were for Lancaster Station and 192 for Palmdale Station.

For Lancaster Station, four of the 153 calls required a WCSCR investigation or documentation of a suitable justification in the WCL for not initiating a complaint. As a result, these four were evaluated for this objective.

For Palmdale Station, seven of the 192 calls required a WCSCR investigation or documentation of a suitable justification in the WCL for not initiating a complaint. As a result, these seven were evaluated for this objective.

Additionally, the auditors reviewed a total of 348 entries made in the WCL from May 25, 2025, through June 7, 2025, for the AV Stations combined. Of these entries, 77 were for Lancaster Station and 271 for Palmdale Station. The auditors identified one WCSCR entry for Lancaster Station and one WCSCR entry for Palmdale Station. Auditors also identified one complaint entry for Lancaster Station in which, upon reviewing PRMS, a WCSCR investigation was not initiated.

Findings

For the AV Stations combined, nine (82%) of the 11 met the criteria for this objective because AV Station supervisors initiated a WCSCR investigation when they were made aware of an allegation. The remaining two (18%) did not meet the criteria for this objective because AV Station supervisors did not initiate a WCSCR investigation when they were made aware of an allegation or failed to document a suitable justification in the WCL for not initiating a WCSCR.

For Lancaster Station, three (75%) of the four met the criteria for this objective because Station supervisors initiated a WCSCR investigation when they were made aware of an allegation. The remaining one (25%) did not meet the criteria for this objective because Lancaster Station supervisors did not initiate a WCSCR investigation when they were made aware of an allegation or failed to document a suitable justification in the WCL for not initiating a WCSCR.

For Palmdale Station, six (86%) of the seven met the criteria for this objective because Station supervisors initiated a WCSCR investigation when they were made aware of an allegation. The remaining one (14%) did not meet the criteria for this objective because Palmdale Station supervisors did not initiate a WCSCR investigation when they were made aware of an allegation or failed to document a suitable justification in the WCL for not initiating a WCSCR.

Specifically:

WCL-2²⁶: The complainant alleged the deputies, who were assisting social workers regarding a suspected child abuse, were being disrespectful to him. The Watch Commander informed the complainant to request a field supervisor, since the deputies were still at the location. In reviewing BWC recordings, auditors verified the complainant made a request to the deputies for a field supervisor. However, a supervisor did not respond to the incident location. Additionally, a WCSCR investigation was not initiated, and no entry was made in the WCL documenting a suitable justification for not initiating a WCSCR.

²⁶ WCL refers to Watch Commander telephone calls for Lancaster Station. The number represents the sample being referred to of those reviewed for Lancaster Station.

WCP-5: The complainant alleged he was improperly detained, searched and arrested. He also alleged that his Miranda Rights were not read until he was being released from Palmdale Station and the incorrect driver's license number was documented on the citation. In reviewing PRMS, a WCSCR investigation was not initiated, and no entry was made in the WCL documenting a suitable justification for not initiating a WCSCR.

Recommendations

It is recommended that the AV Stations' command staff conduct weekly audits of WCL entries and telephone calls received through the Watch Commander's telephone line to ensure AV Stations' personnel are properly documenting complaints and non-complaint incidents. The results of these audits should be distributed to the NPD command staff to ensure personnel who are not adhering to the SA provisions are held accountable.

Objective No. 3(d) – Field Supervisor’s Documentation of Contacts That Did Not Constitute a Complaint

Criteria

There is no applicable AV Compliance Metric percentage for this objective; however, the Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Complaint Intake, Paragraphs 125 and 126 (October 2019), Section 3C and 3E states:

3. *LASD will be deemed in substantial outcomes compliance when: ...*

C. Absent reasonable justification, when a civilian seeks to make a personnel complaint in person, LASD personnel make themselves available in person at the station or in the field.

E. A supervisor who determines a public complaint does not constitute a personnel or service complaint records the complaint and rationale for that decision either in a supervisor’s report or entry in the Watch Commander’s log.

Palmdale Station Unit Order, 14-06, Supplemental Supervisory Responsibilities, Section – Non-Complaint Incidents, states:

If a supervisor is requested in the field (or is otherwise contacted via phone or in person) by a community member regarding a potential complaint and it is determined a Service Comment Form will not be generated, the supervisor who responded shall ensure an entry is made in the CAD system. The responding supervisor shall create an "obs" in the CAD (MDC or Station Dispatch). The entry shall be coded as 924 with the location of the incident or station address. The log clearance should be coded 777" with a narrative starting with - "Non-Complaint Incident," and shall describe the incident details, associated Incident Tag/URN, and outcome. Supervisors shall refer to the SCR Handbook and the appropriate MPP sections for guidance on handling community complaints.

All allegations of potential misconduct shall be documented on a SCR form.

Procedures

For the selected audit period, the auditors reviewed the entries made by supervisors of the AV Stations in the MDC with clearance code 777 (assist citizen). These entries may document interactions with members of the public concerning allegations that were not classified as complaints. The auditors reviewed whether the supervisors provided appropriate justifications in their entries when a member of the public attempted to initiate a complaint, however, it was concluded no WCSCR investigation was necessary.

Additionally, the auditors reviewed the BWC recordings from the on-scene sergeant or lieutenant for all incidents associated with complaints analyzed in Objective 3(a). This review determined whether the complaint was initiated promptly and appropriately, or if the justification for not initiating a WCSCR investigation was adequately documented in the MDC log. Furthermore, the auditors compared the MDC entry against its corresponding BWC recordings to verify whether the information documented in the MDC accurately reflected what was depicted in the BWC recording.

Findings

The auditors identified a population for this audit period of 10 incidents in which a field supervisor used clearance code 777. However, the selected audit samples were evaluated in a prior audit, 2024-57-A. Out of the 10 incidents, the auditors identified one MDC entry by Palmdale Station, which contained elements of a potential complaint. The MDC entry did not meet the criteria for this objective because the auditors determined the supervisor did not provide a suitable justification in the MDC clearance regarding his contact with a member of the public.

Additionally, out of the 31 WCSCR investigative packets reviewed, the auditors determined eight field supervisors were on-scene for incidents associated with complaints. There was one incident in which a supervisor was made aware of alleged misconduct and did not promptly initiate a WCSCR investigation. This finding is documented in sub-objective 3(a), specifically sample P-10.

For the AV Stations combined, 30 (97%) of the 31 WCSCR investigations met the criteria for this objective because the field supervisor initiated a WCSCR promptly or adequately documented justification for not initiating a WCSCR investigation in the MDC log. The remaining one (3%) did not meet the criteria for this objective because the field supervisor did not initiate a WCSCR promptly or adequately document justification for not initiating a WCSCR investigation in the MDC log.

For Lancaster Station, all 17 (100%) met the criteria for this objective because the field supervisor initiated a WCSCR promptly or adequately documentation justification for not initiating a WCSCR investigation in the MDC log.

For Palmdale Station, 13 (93%) of the 14 WCSCR investigations met the criteria for this objective because the field supervisor initiated a WCSCR promptly or adequately documented justification for not initiating a WCSCR investigation in the MDC log. The remaining one (7%) did not meet the criteria for this objective because the field supervisor did not initiate a WCSCR promptly or adequately document justification for not initiating a WCSCR investigation in the MDC log.

Recommendations

It is recommended that supervisors are held accountable for not initiating a WCSCR promptly when they are made aware of allegations of misconduct by department personnel.

Objective No. 3(e) – Service Versus Personnel Complaints

Criteria

Antelope Valley Settlement Agreement Compliance Metrics, Personnel Complaints, Management Oversight and Adjudication, Paragraphs 128, 130, 131 (partial) and 140 (partial) (October 2019), Section 3B states:

3. *LASD will be deemed in substantial outcomes compliance when: ...*

B. *At least 95% of public complaints are classified properly as a service and/or personnel complaint at intake, resolution, and adjudication, or corrected during the management review.*

Procedures

For the selected WCSCRs in each audit, the auditors reviewed the WCSCR investigative packets, as well as the related audio and/or video files obtained from LASD.Evidence.com. The goal was to determine whether these investigations were properly categorized as personnel and/or service complaints during intake, resolution, and adjudication or if any corrections were made during the management review process. The SCR Handbook classifies complaints in the following manner:

- **Personnel Complaint:** An external allegation of misconduct, either a violation of law or Department policy, against any member of the Department.
- **Service Complaint:** An external communication of dissatisfaction with Department service, procedure, or practice, that does not involve employee misconduct.

Findings

For the AV Stations combined, all 31 (100%) WCSCR investigations met the criteria for this objective because the investigations were correctly categorized as personnel and/or service complaints.

For Lancaster Station, all 17 (100%) WCSCR investigations met the criteria for this objective because the investigations were correctly categorized as personnel and/or service complaints.

For Palmdale Station, all 14 (100%) WCSCR investigations met the criteria for this objective because the investigations were correctly categorized as personnel and/or service complaints.

Recommendations

There are no recommendations because the AV Stations met the compliance requirements for this objective.

CONCLUSION

Overall, the AAB found the AV Stations demonstrated commendable adherence to many aspects of the Agreement, with particularly strong compliance in areas such as the availability of complaint information on the Department and station websites, and the proper classification of complaints. However, the auditors identified key areas requiring improvement. These included the acceptance of public complaints at the Department's 800 Number and AV Stations, prompt initiation of a complaint, and most notably, failures by the Watch Commander to consistently initiate WCSCRs or provide documented justification for not doing so.

These findings underscore the need for strengthened oversight, consistent application of complaint intake protocols, and enhanced accountability measures. The AAB has provided recommendations to address these deficiencies and support continuous improvement across the AV Stations.

SUMMARY OF RECOMMENDATIONS

The purpose of this section is to provide a concise reference for all recommendations aimed at improving compliance with the AV Settlement Agreement and Department policies and procedures. The recommendations listed below are the same as those detailed in the above report.

Objective No. 2 – Acceptance of Complaint Information

- c) Department 800 Number Complaints: It is recommended SIB conducts a re-brief of SIB Unit Order 20-08 regarding Sheriff's Department Public Comment 1-800 Line to their personnel. The unit order outlines the procedures for receiving and documenting complaints received through the 1-800 number. In addition, Department members should be reminded to utilize the Limited English Proficiency (LEP) services number to access a translator when assisting LEP callers.

Additionally, the auditors previously recommended the SIB conduct a weekly internal audit of the telephone call logs to identify phone complaints and determine whether they were accepted and processed. The documentation of the weekly audit should be reviewed and approved by the Unit Commander.

The AAB conducted a follow up of audit recommendations of a previous audit. The SIB responded that they are in the process of implementing corrective actions to address the recommendation by instituting a dedicated telephone line to receive public complaints. The implementation of the dedicated telephone line remains forthcoming.

This appears to be a persistent issue that has not yet been fully addressed. Immediate and effective action is required to ensure corrective measures are implemented and sustained.

- d) Complaint Calls Transferred to Supervisor without Unnecessary Delay: It is recommended the AV Stations provide training and regular reminders to desk personnel on the proper procedures for receiving and transferring complaint-related calls to a supervisor. Desk personnel must be briefed that transferring a caller and an interpreter simultaneously to the Watch Commander line disconnects the call. The desk must transfer the caller to the Watch Commander, who will then connect with an interpreter on their own line. This procedure must be followed consistently, as the desk continues to encounter this issue.

Objective No. 3 – Initiation and Classification of Complaints

- a) **Prompt Initiation of Complaint:** It is recommended that AV Stations' Operations staff carefully review all civil claims, lawsuits, and UOF incidents to ensure a WCSCR investigation is initiated when allegations of misconduct are made. Additionally, it is recommended that supervisors are held accountable for not initiating a WCSCR promptly when they are made aware of allegations of misconduct by department personnel.
- c) **Watch Commander Initiates a WCSCR or Provides Justification in Watch Commander's Log:** It is recommended that the AV Stations' command staff conduct weekly audits of WCL entries and telephone calls received through the Watch Commander's telephone line to ensure the AV Stations' personnel are properly documenting complaints and non-complaint incidents. The results of these audits should be distributed to the NPD command staff to ensure personnel who are not adhering to the SA provisions are held accountable.
- d) It is recommended that supervisors are held accountable for not initiating a WCSCR promptly when they are made aware of allegations of misconduct by department personnel.

FOLLOW-UP PROCEDURES

The AAB will conduct a follow-up of the recommendations and verify if the auditee has made necessary improvements. Verification of corrective action will be assessed by examining new directives, amended unit orders, and/or relevant documentation. The AAB will work with the auditee in understanding the implementation of audit recommendations, as it may be a lengthy process and require a collaborative effort with other Department resources.

DEPARTMENT APPLICATIONS

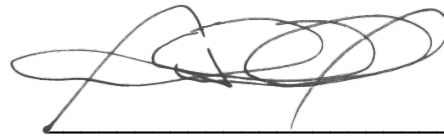
- LASD.Evidence.com
- Mobile Digital Computer (MDC)
- NICE Inform
- Performance Recording and Monitoring System (PRMS), Service Comment Module
- Scheduling Management System (SMS)
- Station/Bureau Administration Portal (SBAP) Risk Management Tracker

REFERENCES

- United States Department of Justice – Los Angeles County Sheriff's Department Antelope Valley Settlement Agreement, Case Number CV 15- 03174 (April 2015)
- Antelope Valley Settlement Agreement Compliance Metrics (October 2019)
- Antelope Valley Monitoring Team Monitor's Second Audit of Community Complaints (December 2020)
- Manual of Policy and Procedures Section:
 - 3-04/010.25, Personnel Complaints (October 2014)
- Proposed Draft Service Comment Report Handbook (August 2022)

Views of Responsible Officials

On October 16, 2025, Lancaster Station command staff submitted a response concurring with the findings. On October 1, 2025, Palmdale Station command staff submitted a response concurring with the findings. The AAB presented the final audit report to the Division Director, Office of Constitutional Policing.



12/08/25

GEOFFREY N. CHADWICK

DATE

Captain

Audit and Accountability Bureau

Los Angeles County Sheriff's Department