

**How do I file a complaint or submit a commendation about a jail or facility?**

To file a third-party grievance or commendation on behalf of an inmate, you may submit the complaint form online at <https://lasd.org/file-a-complaint/>. You may also submit by phone, in-person, or by mail. Contact information for custody locations can be found at <https://lasd.org/custody/#locations>. The watch commander will then complete a Service Comment Report form, assign a reference number, and ensure that it is processed and documented. You will receive an acknowledgement and reference number.

**What if I have a complaint or commendation about multiple deputies?**

Include information about all deputies involved and provide any evidence or witness statements.

**How do I file a complaint relevant to Americans with Disabilities Act (ADA) compliance?**

To submit a complaint regarding ADA compliance, you may use the online complaint form at <https://lasd.org/file-a-complaint/>. You may also submit by phone, in-person, or by mail. When possible, please provide details about the lack of ADA compliance and any available related evidence. Please include information regarding whether the concern pertains to physical accessibility, communication barriers, discriminatory practices, or other ADA violations. If you are filing the complaint on behalf of someone else, please provide their name, contact information, and relationship to you.

For additional information on the Department's ADA policy, please visit <https://lasd.org/ada-accessibility-policy/>.

**Can I file a complaint about delays in receiving information?**

Yes, you can file an additional complaint using the same methods identified earlier in this pamphlet.



**Find your nearest Los Angeles County Sheriff's Station**

SHERIFF'S STATION	ADDRESS	PHONE
Altadena Station	780 E. Altadena Drive Altadena, CA 91001	(626) 798-1131
Avalon Station	215 Sumner Avenue Avalon, CA 90704	(310) 510-0174
Carson Station	21356 S. Avalon Blvd. Carson, CA 90745	(310) 830-1123
Century Station	11703 S. Alameda Street Lynwood, CA 90262	(323) 568-4800
Cerritos Station	18135 Bloomfield Avenue Cerritos, CA 90703	(562) 860-0044
Community College Bureau	1055 Corporate Ctr Dr, #106 Monterey Park, CA 91754	(323) 669-7555
Compton Station	301 S. Willowbrook Avenue Compton, CA 90220	(310) 605-6500
County Services Bureau	500 W. Temple St. RM #375 Los Angeles, CA 90012	(213) 974-8000
Crescenta Valley Station	4554 N. Briggs Avenue La Crescenta, CA 91214	(818) 248-3464
East Los Angeles Station	5019 E. Third Street Los Angeles, CA 90022	(323) 264-4151
Industry Station	150 N. Hudson Avenue City of Industry, CA 91744	(626) 330-3322
Lakewood Station	5130 N. Clark Avenue Lakewood, CA 90712	(562) 623-3500
Lancaster Station	501 W. Lancaster Blvd. Lancaster, CA 93534	(661) 948-8466
Lomita Station	26123 S. Narbonne Avenue Lomita, CA 90717	(310) 539-1661
Malibu/Lost Hills Station	27050 Agoura Road. Calabasas, CA 91301	(818) 878-1808
Marina Del Rey Station	13851 Fiji Way Marina Del Rey, CA 90292	(310) 482-6000
Metrolink/Transit Policing Bureau	One Gateway Plaza 1st Floor Los Angeles, CA 90012	(323) 563-5000
Norwalk Station	12335 Civic Center Drive Norwalk, CA 90650	(562) 863-8711
Palmdale Station	750 E. Avenue Q Palmdale, CA 93550	(661) 272-2400
Parks Bureau	2101 N. Highland Ave. #D Los Angeles, CA 90068	(323) 845-0070
Pico Rivera Station	6631 S. Passons Blvd. Pico Rivera, CA 90660	(562) 949-2421
San Dimas Station	270 S. Walnut Avenue San Dimas, CA 91773	(909) 450-2700
Santa Clarita Valley Station	26201 Golden Valley Road Santa Clarita, CA 91350	(661) 260-4000
South Los Angeles Station	1310 W. Imperial Hwy. Los Angeles, CA 90044	(323) 820-6700
Temple Station	8838 E. Las Tunas Drive Temple City, CA 91780	(626) 285-7171
Walnut/Diamond Bar Station	21695 E. Valley Blvd. Walnut, CA 91789	(626) 913-1715 (909) 595-2264
West Hollywood Station	780 N. San Vicente Blvd. West Hollywood, CA 90069	(310) 855-8850



Los Angeles County  
**Sheriff's Department**

For more information about the Los Angeles County Sheriff's Department (LASD)

Please visit:

[www.LASD.org](http://www.LASD.org)

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Los Angeles County  
**Sheriff's Department**

**How Do I File a Complaint or Submit a Commendation?**

Online, by Phone, In-Person, or by Mail



[WWW.LASD.ORG](http://WWW.LASD.ORG)

## HOW DO I FILE A COMPLAINT OR COMMENDATION WITH THE LA COUNTY SHERIFF'S DEPARTMENT?

• **ONLINE:** Visit <https://lasd.org/file-a-complaint/> for the online complaint form or <https://lasd.org/file-a-commendation> for the online commendation form.

• **BY PHONE:** 1- 800-698-TALK (8255)

You can go to any Sheriff's station or facility and ask for the Watch Commander or their designee. Visit <https://lasd.org/stations/> for a list of locations. The mail-in form is available by visiting the front desk of any LASD station, or visiting the link provided above and scroll down to "Mail-In Complaint Form" or "Mail-in Commendation Form" to download and print a copy. Once you complete the form, mail it to the specific station address. A list of stations can be found at <https://lasd.org/stations>.

• **IN-PERSON:**

Comments may be submitted in any language.

The LASD accepts all comments, including anonymous or third-party complaints.

If you do not wish to submit your complaint or commendation to the Department directly, you may also file with the Office of the Inspector General at <https://oig.lacounty.gov/file-a-complaint>.\*

### What information do I need to provide when filing a complaint or submitting a commendation?

You should provide details about the incident, including the date, time, location, and names of individuals involved. Provide any relevant evidence such as photos, videos, or witness statements, to support your complaint or commendation.

### Do I need to fill out a specific form to file a complaint or submit a commendation?

No, you do not need to fill out a specific form. However, if you wish to use a form, they can be found online at the links in the yellow box, or at any station. You can submit your complaint or commendation by phone, online, or by mail, and it can be submitted in your native language.

### How do I know if my complaint or commendation has been received? How can I check the status?

You can check the status of your complaint or commendation by contacting the specific Sheriff's station/unit/bureau Watch Commander where the comment was received.

The Unit's staff will mail an acknowledgment letter and the green copy of the Watch Commander Service Comment Receipt (WCSCR) form (unless the green copy was already issued by the Watch Commander) to the reporting party, acknowledging that the Unit received the complaint/commendation.

### What happens after I file a complaint?

1. An investigator is assigned. The investigator collects statements, evidence, and relevant information.
2. The Unit Commander reviews the findings and determines if the complaint is substantiated; the complainant is then notified of the outcome of the investigation by mail.

### How will I be notified of the outcome of my complaint?

At the completion of the complaint review, the Unit's Operations staff will mail a Final Outcome Letter via US mail to the complainant/reporting party summarizing the results of the complaint review.

### What happens after I submit a commendation?

1. The commendation is received, documented, and shared with the employee and their supervisor.
2. A copy is placed in the employee's personnel file, and a letter acknowledging the feedback is sent to the reporting party.

### Will I be contacted for more information after filing a complaint or submitting a commendation?

Yes, you may be contacted for additional information (if needed) during the investigation or commendation process.

### Can I file a complaint or submit a commendation anonymously?

Yes, you can file a complaint or commendation anonymously.

### Who will investigate my complaint or commendation?

The Watch Commander or a designated investigator will handle your complaint or commendation.

Conflict Resolution between the person making the complaint and the involved Sheriff's Department employee(s) may be an option for facilitating an objective discussion with the goal of resolving the issue. This option is voluntary and must be agreed to by both the person reporting the complaint and the Sheriff's Department employee involved.

### What if I am not satisfied with the outcome of my complaint or commendation?

If you are unsatisfied, you can appeal to the Los Angeles County Ombudsman. This office can be contacted by mail or in person at:

510 South Vermont Avenue, Suite 215,  
Los Angeles, California, 90020

Or by phone at (800) 801-0030 or  
(213) 738-2003

### What if I have additional information after filing my complaint or submitting a commendation?

You can provide additional information by contacting the handling Watch Commander and by providing the reference number for your complaint or commendation.

### How do I report employee misconduct within the Sheriff's Department?

You can report employee misconduct by contacting the Sheriff's Department, any Department Supervisor or Manager at a Sheriff Station, or by calling 1-800-698-TALK (8255).

\* All LASD webpages may be viewed in numerous languages by choosing a language option at the top right of the page.