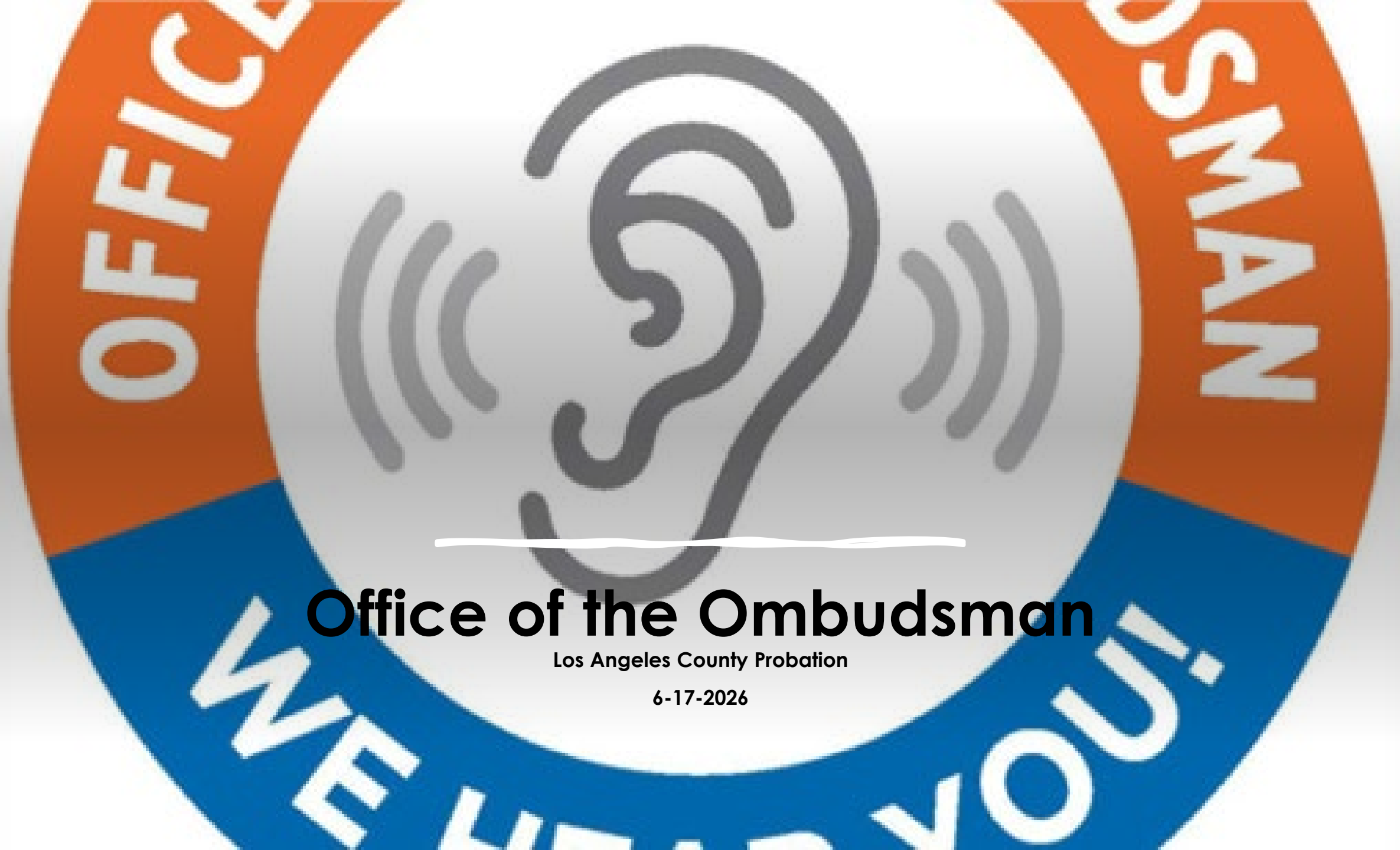


Office of the Ombudsman

Los Angeles County Probation

6-17-2026

DEFINITION OF OMBUDSPERSON

- The term Ombudsman comes from Swedish and means representative of the people.
- An Ombudsman is an official who investigates complaints against businesses, financial institutions, universities, government department, or other public entities. The Office of the Ombudsman attempts to resolve the conflicts or concerns raised either by mediation or by making recommendations.

ESTABLISHED IN 2004

- The Office of the Ombudsman for the Los Angeles County Probation Department was established to ensure that the voices of all probation clients, both juvenile and adult, are heard. Probationers, families of probationers, outside agencies, advocates, department employees, and any other interested party may file a complaint with the Ombudsman.

  - (Chief Higa, Probation Department Directive 993, 2004)

WHO ARE WE?

The Office of the Ombudsman is a confidential, informal, and neutral resource where probation clients, their families, and community members, can seek assistance with their concerns related to service delivery, policies, and/or procedures.

The Ombudsman team receives and attempts to resolve complaints from our probation clients/community in an impartial and unbiased manner.

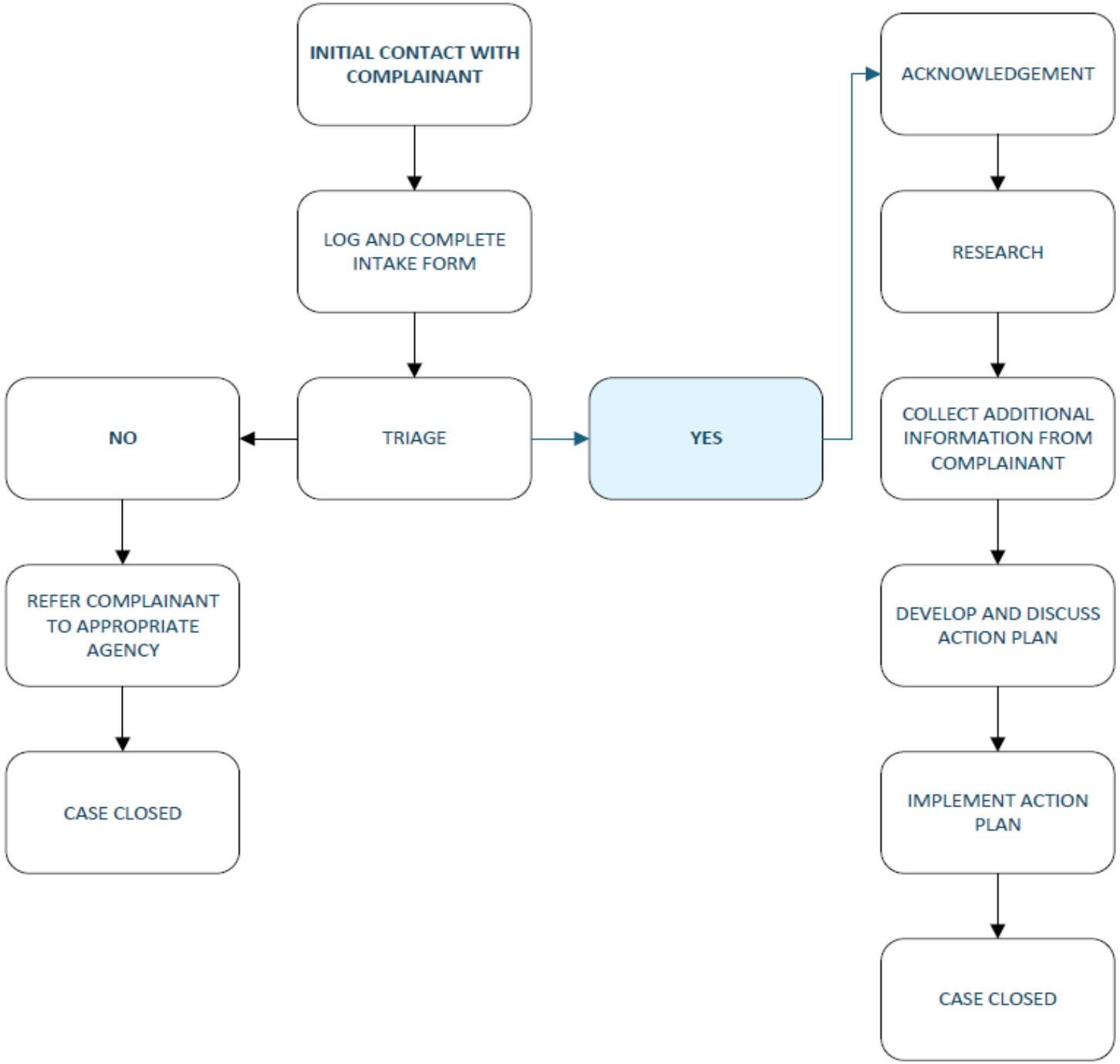
The Ombudsman office brings value to the department by providing recommendations on systemic issues within the organization.

OTHER OMBUDS FUNCTIONS

- Resource fairs / area offices/ community/ colleges
- Short Term Residential Treatment Program (STRTPs) - Youth Bill of Rights
- Graduation events
- Juvenile Facility visitations | Parent Surveys
- LAC Office of Education Parent Liaison meetings
- Office of Youth and Community Restoration (OYCR) liaison
- Inter-Agency Council on Child Abuse and Neglect | Child and Adolescent Suicide Review Team
- Peer support

OFFICE OF THE OMBUDSMAN
WE HEAR YOU!
L.A. COUNTY PROBATION DEPT.

WHAT ARE THE STEPS TO RESOLVE A COMPLAINT?



WHAT THE OMBUDSMAN CANNOT DO…

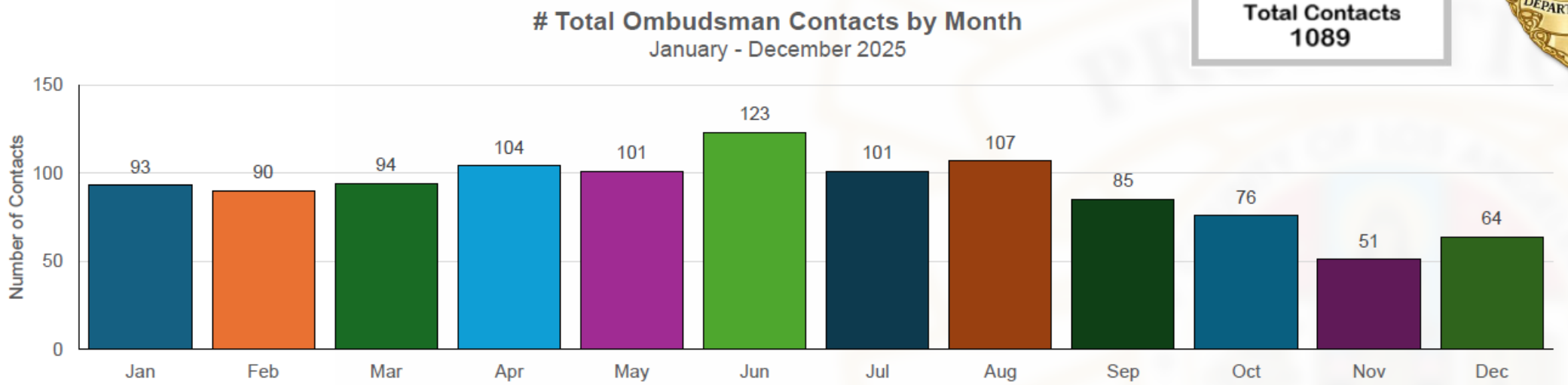
- Make or overturn official department decisions
- Violate confidentiality rules
- Handle matters outside LACP jurisdiction
- Force a specific outcome
- Provide legal advice or psychological counseling
- Act as a judge or investigator for formal discipline
- Replace the Juvenile Facility Youth Grievance process

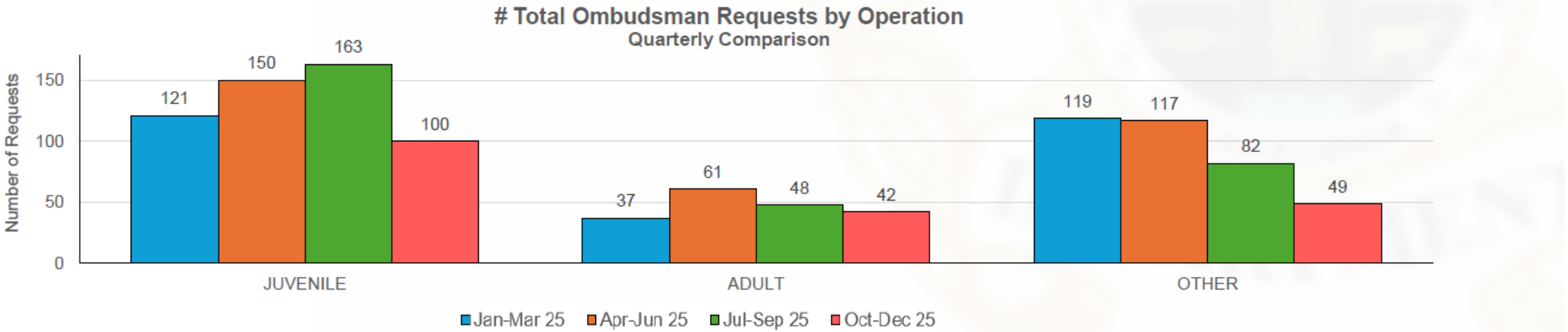
Ombudsman 2025

OMBUDSMAN REQUESTS (BY MONTH)

ANNUAL REPORT 2025

Total Contacts
1089





EXAMPLE'S OF CONCERNS BY BUREAU

Detention Services Bureau (DSB)

Adult Coordinate Optimal Rehabilitative Efforts (ACORE)

Persons Under Active Post-Release Community Supervision (AB109)

JUVENILE FACILITIES

- Issues with visitation
- Claims of abuse / Preliminary investigation
- Programming and college classes

ADULT CONCERNS

- Issues with reporting
- Travel permits
- Tips from the Public

ADDITIONAL ADULT CONCERNS

Early termination questions

Services and referrals / Employment and education

Victims | Restitution concerns

THANK YOU

(877) 822-3222

OMBUDSMAN@PROBATION.LACOUNTY.GOV

OMBUDSMAN – Probation