00-008 Civil Claim Response

Los Angeles County Sheriff's Department

STATION ORDER

Cerritos Station

STATION ORDER NUMBER: **00-008**

Subject: Civil Claim Response			
Effective Date:	06/13/2000	Last Date Revised:	
Last Date Reviewed:	03/10/2020	Next Review Date:	03/10/2021

PURPOSE:

The purpose of this order shall establish policies and procedures for identifying and responding to incidents that can possibly result in a civil claim. Every year, Cerritos Station is subject to a number of civil claims. These claims generally are the result of routine law enforcement activities, traffic collisions or employee negligence, and can cost the County large sums of money.

Civil claims are forwarded directly to the County of Los Angeles and then forwarded back to the Station for investigation. Lack of a timely investigation can result in the loss of critical evidence, witness information or clear employee recollection of the facts.

SCOPE OF ORDER:

Effective immediately, field supervisors will respond as soon as possible to the scene of any incident wherein a civil claim is requested, or a claim is anticipated in the future. The supervisor will conduct a preliminary investigation into the incident and prepare a complete memorandum to the captain regarding the claim.

ORDER:

Responsibilities of Desk Personnel:

When desk personnel receive a call from a citizen within the city of Cerritos wherein questions are asked about the civil claims process, or a civil claim is requested, a field supervisor shall be dispatched to the claimant's location. If the claimant is in the station lobby, the watch commander shall be notified.

Responsibilities of Field Personnel:

Field personnel involved in a situation where a civil claim is requested, or may be in the future, shall immediately notify a field supervisor and request they respond to the scene. Any witnesses or evidence will be maintained by field personnel until the supervisor arrives.

Responsibilities of Field / Watch Sergeant:

Once notified that a possible civil claim is requested, the field sergeant will respond as soon as possible to the scene. The supervisor will contact the claimant, provide him/her with a claim form if requested, and obtain a statement regarding their claim. The supervisor will conduct a preliminary investigation into the incident, including any witness and employee statements. The supervisor will also take photographs or video tape of any property identified as damaged, if appropriate. A detailed memorandum addressed to the unit commander will be prepared and submitted to Operations.

The Watch Commander will be responsible for contacting claimants in the station lobby. The Watch Commander will handle the investigation into the incident, soliciting the help of the field supervisor, if needed. This shall be documented in the Watch Commanders' daily log.

When received at the station, civil claims will continue to be fully investigated by a lieutenant. The preliminary investigation and associated documentation completed by the field supervisor will become a part of the actual investigation into the claim, and may be submitted along with the final investigative memorandum as an addendum.