24-002 Documentation of Grievances Against Staff in the Custody Inmate Grievance Application (CIGA)

Los Angeles County Sheriff's Department
CUSTODY OPERATIONS DIRECTIVE
Custody Support Services

CUSTODY DIRECTIVE: 24-002 DATE: 04-10-24

ISSUED FOR: CUSTODY OPERATIONS

DOCUMENTATION OF GRIEVANCES AGAINST STAFF IN THE CUSTODY INMATE GRIEVANCE APPLICATION (CIGA)

PURPOSE

The purpose of this Custody Operations Directive is to update procedures for the documentation of grievances against staff in the Custody Inmate Grievance Application (CIGA) to ensure accurate data is being reported on a monthly, quarterly, and annual basis, and to ensure an accurate reflection of each respective unit's workload.

POLICY AND PROCEDURES

In accordance with Custody Division Manual (CDM) sections 4-01/025.05, "Electronic Line Operations Tracking System (e-LOTS)" and 8-03/040.00, "Grievances Against Staff," all custody facilities shall use the Electronic Line Operations Tracking System (e-LOTS) to record and track their Use of Force packages, prevented uses of force, alleged use of force investigations, extended inquiries resulting from inmate grievances against staff, and compassionate releases of inmates.

On June 1, 2023, CIGA replaced the Custody Automated Reporting and Tracking System (CARTS) grievance application which resulted in the following procedural changes:

All grievances against staff, including those which result in an administrative investigation, shall be tracked in CIGA only. The administrative investigation resulting from the grievance shall be tracked in e-LOTS under Project Type "Admin Investigation." The e-LOTS number associated with the administrative investigation shall be added to the "Identifiers" section of the corresponding grievance in CIGA. At the conclusion of the investigation, the final disposition shall be updated to the corresponding grievance to reflect "closed" in CIGA.

Any grievances entered into the CARTS grievance application which remained unresolved after the CIGA implementation on June 1, 2023, shall be entered and updated in CIGA with all relevant information from e-LOTS. The e-LOTS number shall be added to the "Identifiers" section of the concerned grievance.

Questions regarding this directive should be directed to Custody Support Services Bureau at (213) 893-5102.