

OFFICE OF THE CHIEF OF POLICE

NOTICE

13.5

August 13, 2019

TO: All Department Personnel

FROM: Chief of Police

SUBJECT: COMPLAINT MEDIATION PROGRAM – PARTICIPATION AND CLARIFICATION

The purpose of this Notice is to highlight the importance of the complaint mediation program, encourage participation, and clarify misunderstandings. The program is a collaborative partnership with the Los Angeles City Attorney's Office to resolve some biased policing and other eligible complaints through face-to-face mediation. It seeks to build understanding and police-community trust through dialogue. Although participation is strictly voluntary, I strongly encourage all employees to participate if you become the subject of a personnel complaint and are notified that your complaint is eligible for mediation.

I expect commanding officers and supervisors to be familiar with the program and able to assist employees with questions regarding the decision to participate. The mediation program's implementation guide, which was approved by the Board of Police Commissioners, is available on the Professional Standards Bureau webpage. To facilitate mediations, watch commanders should attempt to accommodate schedule adjustments when possible. The use of overtime to accommodate mediation scheduling is also appropriate.

Complaints that have a disposition of "Mediated" do not show on the Promotion, Paygrade Advancement, and Board of Rights TEAMS Reports. There should never be any negative interpretation of participation in mediation, especially in any promotional or hiring decisions.

Mediation is a constructive effort to build public trust. Taking the opportunity to sit down and discuss the concerns of a community member with the goal of arriving at mutual understanding and respect tells me you care about the people we serve. Mediation has proven to be a powerful learning experience for both complainants and employees.

As a reminder, an eLearning course that explains the details of the mediation program is available to all employees. Any questions regarding this Notice should be directed to the Department's Mediation Coordinator, Internal Affairs Group, at (213) 996-2796.



MICHEL R. MOORE
Chief of Police

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