



GRIEVANCE POLICY

The Los Angeles County Public Defender Social Work Department is fully committed to conducting all activities in strict conformance with the Board of Behavioral Sciences Ethical Guidelines for Clinical Social Workers. This agency will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants. The monitoring and assessment of compliance with these standards will be the responsibility of the Educational Program Director and the Social Work Consultant.

While this agency works to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which will require intervention and/or action on the part of the Los Angeles Public Defender Social Work Department. This procedural description serves as a guideline for handling such complaints.

When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.

- If the complaint concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the complaint will be asked to put his/her comments in written format. The Educational Director and the Social Work Consultant will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
- If the complaint involves any form of discriminatory or inappropriate behavior that may violate the County Policy of Equity, a complaint will be filed with the County Specialist Unit by phone: 1-855-999-CEOP (2367) or website: <https://CEOP.bos.lacounty.gov>.
- A summary of action taken will be provided to the grieved individual in writing within 3 months of the receipt of the written grievance.
- If the complaint concerns the business practices of the Los Angeles County Public Defender Social Work Department, in a specific regard, the Educational Director, the Social Work Consultant and the Department Head will attempt to arbitrate.