



PRISON LAW OFFICE
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Re: Investigations of Staff Misconduct or Other Conditions of Confinement Problems

Dear Sir/Madam:

We received your request for assistance regarding CDCR staff misconduct or another problem with conditions of confinement. Due to our limited resources, we are unable to provide you direct help. However, this letter contains some information that might be helpful to you.

If you believe that your rights have been violated by the CDCR, you should first file a 602. The people and offices listed below will not help you unless you have first tried to solve your problem through the 602 process, unless it is an emergency.

CDCR Office of Internal Affairs

If your problem is a serious allegation of staff misconduct, you can request an investigation by the CDCR Office of Internal Affairs. You must exhaust the 602 process first. You can have a friend or family member call the Internal Affairs office, but they prefer contact by mail.

Office of Internal Affairs
P.O. Box 3009
Sacramento, CA 95812
(916) 323-5769

CDCR Ombudsmen

You can request help from the CDCR Ombudsmen or Ombudswomen about any issue of your confinement, other than issues relating to your sentence, criminal case, or INS deportation. An Ombudsman/Ombudswoman is an internal troubleshooter – a CDCR employee who has been appointed to investigate inmate complaints. There is one lead Ombudsman and several Ombudsmen/Ombudswomen who are assigned to help prisoners at certain prisons.

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The most effective way to get help from them is to briefly describe the problem, what you have already done to try to resolve it on your own (for example, talking to staff, filing 602s, writing outside organizations), and what you want to be done. In general, the key is to be brief and clear. Do not include information on every problem you have had--focus on the one or two problems that are most urgent. The ombudsmen and ombudswomen typically will not help prisoners who have not tried to resolve the problem through the regular grievance process, unless it is an emergency. Those requests for help will simply be re-routed back into the prison.

You can write to the ombudsman or ombudswoman at your prison by sending a Request for Interview form in a U Save 'Em envelope or writing to them at the Sacramento address (you can write Confidential Legal Mail on the envelope). If you do not have an ombudsman assigned to your prison, you can write to any of them; although they will not be able to come to the prison to investigate your problem, they might be able to help.

Main address for all ombudspeople:

California Department of Corrections and Rehabilitation
Office of the Ombudsman
1515 S Street, Room 124 South
Sacramento, CA 95811
Phone: (916) 445-1773

Sara Malone:
Chief Ombudsman (Acting)
Phone: 916-327-8467
Corcoran, California Institution for Women, CCWF,
SATF, and VSPW

Rosalinda Rosalez:
Phone: 916-323-2994
Division of Juvenile Justice (DJJ)

Karin Richter:
Phone: 916-327-8446
High Desert and Pelican Bay

Jean Weiss:
Phone: 916-324-5458
Kern Valley and Salinas Valley

Ralyn Conner:
Phone: 916-324-6123
CSP-Sacramento and Tehachapi

Please be aware that the names and contact information for the ombudspeople change quite often. You can call the main telephone number or visit the CDCR website for updated information.
<http://www.cdcr.ca.gov/Ombuds/OOContact.html>

Office of the Inspector General

You can also send complaints to the independent Office of the Inspector General. This is an office that was set up to investigate problems in the CDCR and in the California Youth Authority. It is an independent agency, not part of the CDCR or the CYA. (The Office of Internal Affairs and the ombudsmen and ombudswomen are all part of the CDCR.) Again, before sending a complaint to this office you should try to use the 602 procedure. If that does not work, their address is:

David Shaw
Office of the Inspector General
P. O. Box 348780
Sacramento, CA 95834
Phone: (800) 700-5952

We wish you the best of luck.

Sincerely,

Prison Law Office

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