



PRISON LAW OFFICE

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IMPORTANT INFORMATION REGARDING THE USE OF THIS INFORMATION:

When putting this material together, we did our best to give you useful and accurate information because we know that prisoners often have trouble getting legal information and we cannot give specific advice to all prisoners who ask for it. The laws change often and can be looked at in different ways. We do not always have the resources to make changes to this material every time the law changes. If you use this pamphlet, it is your responsibility to make sure that the law has not changed and still applies to your situation. Most of the materials you need should be available in the prison or public law library.

INVESTIGATIONS OF STAFF MISCONDUCT OR OTHER CONDITIONS OF CONFINEMENT PROBLEMS (Revised November 2011)

We have received your request for assistance regarding CDCR staff misconduct (like brutality, harassment, unprofessional behavior) or another problem with how you are being treated by the CDCR. We have limited resources and are unable to provide you direct help. However, this letter contains information on different offices and agencies that may be able to help fix the problem or make sure that it does not happen again. Please note that none of these offices are required to investigate every matter raised by or on behalf of a prisoner, and that you may not receive a response to your request.

For any problem with prison conditions or staff, you should file an administrative appeal that requests review and investigation of what happened, in addition to any other action you want the CDCR staff to take. Use a regular CDCR Form 602 for most issues, a Form 602-HC for health care issues (medical, mental health, dental), or a Form 1284 for disability issues. The offices listed below generally will not help you unless you first try to solve your problem through the administrative appeals process, unless it is an emergency. You can get a free information packet on how to file an administrative appeal by writing to the Prison Law Office.

Board of Directors

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CDCR Ombudsman's Office

An Ombudsman or Ombudswoman is an internal troubleshooter – a CDCR employee who investigates inmate complaints. You can request help from the CDCR Ombudsmen or Ombudswomen about any issue related to your imprisonment, other than issues relating to your criminal case or sentence or INS deportation. Your family or friends can contact the Ombudsman's office on your behalf.

To ask for help from the Ombudsman, you should write an interview request or a letter describing the problem, what you have already done to try to resolve the problem (for example, talking to staff, filing 602s, writing outside organizations), and what you want to be done. Be brief and clear – do not include information on every problem you have had, just focus on the one or two problems that are most urgent. If a family member or friend is contacting the Ombudsman's office for you, they should give their name, contact information and say how they are related to you.

There is one lead Ombudsman and several Ombudsmen/Ombudswomen who are assigned to help prisoners at each of the prisons. You can write to the ombudsman or ombudswoman by sending a Request for Interview form in a U Save 'Em envelope or by sending a letter to the office's main Sacramento address (with "confidential mail" written on the envelope).

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
Phone: (916) 327-8467
CSP-Corcoran, HDSP, SATF, CIM, CMF,
CRC, CSP-Solano, RJD

Jean Weiss:
Phone: (916) 324-5458
KVSP, CMC, Centienla SP,
Calipatria SP, CVSP, DVI, ISP,
NKSP, PVSP

Rosalinda Rosalez:
Phone: (916) 323-2994
Division of Juvenile Justice (DJJ), SVSP,
CCWF, CIW, CTF, MCSP, VSPW

Ralyn Conner:
Phone: (916) 324-6123
CCI, CSP-SAC, PBSP, ASP, CCC, CSP-LAC,
FSP, SCC, SQSP, WSP

The names and contact information for the individual ombudspeople change often. Updated information is available on the CDCR website: www.cdcr.ca.gov/Ombuds/OOContact.html. The website also has email addresses for the Ombudsman's office staff.

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 can have a friend or family member call the main Internal Affairs office, but they prefer contact by mail.

Office of Internal Affairs
P.O. Box 3009
Sacramento, CA 95812
Phone (916) 255-0860

Office of the Inspector General

You or your family/friends can request a review by the Office of the Inspector General (OIG). This is an office that was set up to investigate problems in the CDCR. It is an independent agency, not part of the CDCR. The OIG headquarters is in Sacramento, and there are three regional offices. The OIG's resources have been cut back in recent years, and the office is currently putting priority on emergency issues and serious problems that affect groups of prisoners.

By law, all complaints must be submitted in writing. If a family member or friend makes a complaint by telephone, they will eventually be asked to send a written complaint. The written complaint should provide as much information as possible and should include copies of any supporting documents like letters, memos, administrative appeal forms and responses, notes from conversations, names of witnesses. Any information you provide to the Office of the Inspector General will be kept confidential.

The address for OIG's main office is:

Office of the Inspector General
P. O. Box 348780
Sacramento, CA 95834
Phone: (800) 700-5952
Fax: (916) 928-5974

There is also more information and an on-line contact form available at the OIG's website: www.oig.ca.gov (with Quick Links to "How to File a Complaint" and "Contact the OIG").