
Claims Handling

210.1 PURPOSE

This section sets forth general policy and procedures for all Probation Department employees in handling matters related to claims seeking damages for personal injury or property damaged filed against the County of San Diego.

210.2 POLICY

It is the policy of the Probation Department to assist any person choosing to file a claim against the County to assure fair and equitable treatment.

210.3 PROCEDURE

Instructions for Handling Claims Related Contacts:

- A. Refer the inquirer to the [Claims & Investigations Division](#) of County Counsel at (619)531-4899 for information on:
 1. Whether a claim should be filed.
 2. The claims filing procedure.
 3. Status on a claim already filed.
 4. County policy regarding claims (i.e., news media, etc.)
- B. Do not offer advice as to whether a claim should be filed against the County. All questions regarding a claim should be referred to the Claims and Investigations Division.
- C. Courteously decline to discuss the merits of any actual or potential claims situation. Inquiries of this nature should routinely be referred to the Claims and Investigations Division.
- D. Make no statement that could be construed as admitting County liability in any actual or potential claims situation, or as inviting settlement (i.e., indicating that the County will repair or make good any damage done). Where you are directly involved, simply indicate you will report the matter to your supervisor and the Claims and Investigations Division, and suggest that the party contact the Claims and Investigations Division for further information.
- E. Try to make a brief record of each claims-related public contact. Include as much of the following as possible: Name and address of inquirer, questions asked, answers given, witness names, addresses, etc., and identification of the claims situation. The record of contact should be sent (or telephoned with written confirmation following) to the Claims and Investigations Division as soon as possible. Your supervisor should also be advised of the contact.
- F. While extreme caution must be exercised in discussing claims situations with actual or potential claimants or in media or other public contacts, complete frankness is encouraged when discussing them with your supervisors and the Claims and Investigations Division. Whether or not the County is at fault in a given situation, the Claims and Investigations Division needs to know all relevant facts as soon as possible so the claim can be acted upon.

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- G. If asked to provide a deposition or witness statement on a matter involving an actual or potential claim, please notify your Supervisor and the Claims and Investigations Division or County Counsel for instructions. You may respond to any questions asked in line of duty by a law enforcement officer investigating the scene of an accident or incident; however, you should make every effort to do so out of the hearing of other involved parties or witnesses.
- H. Employees can also refer to the Claims and Investigations Division page on County InSite for more information on procedures for claims and reporting incidents: <http://insite.sdcountry.ca.gov/fg3/ccoi>