

Sheriff's Office Directive

2015-02

March 10, 2015
Chief Deputy Chris Lane

RE: Procedures for the handling of Citizens Complaints

To insure that all Formal Citizens Complaints are handled in a timely and standard manner the following is the general procedure for handling these complaints.

1. All Formal Citizens Complaints will be assigned a number for tracking purposes.
2. Within three working days, a certified letter will be sent to the complainant advising that an investigation has been initiated.
3. Within three working days Merit Deputy's, Reserve Deputies and/or civilian employees will be formally notified in writing that a Formal Citizens Complaint has been filed against them. Information provided will contain the accusations of the complaint and that an investigator will be contacting them.
4. The Formal Citizens Complaint will be assigned to an investigator for investigation.
5. After the investigator has completed the investigation, a report will be forwarded to the Chief Deputy and/or designee for review. If the Chief Deputy determines that the complaint is, with certainty, unsubstantiated the investigation will be closed.
 - A. A certified letter will be sent to the complainant advising that their complaint has been investigated and has been found unsubstantiated.
 - B. The complainant will be instructed that if they are not satisfied they can appeal the complaint to the Sheriff.
 - C. Merit Deputy's, Reserve Deputies and/or civilian employees will be formally notified in writing that the complaint has been found unsubstantiated.
6. If the Chief Deputy determines that the complaint is questionably unsubstantiated or substantiated the investigation will be presented to the Sheriff's leadership team for review of possible disciplinary action.
 - A. If it is determined that disciplinary action is warranted and it involves a Merit Deputy the Sheriff's Office Merit Board rules will be followed.
 - B. A certified letter will be sent to the complainant advising that their complaint has been investigated, substantiated and disciplinary action taken.
 - C. Merit Deputy's, Reserve Deputies and/or civilian employees will be formally notified in writing that the complaint has been found substantiated. Any disciplinary action will be documented in writing.