

	LANE COUNTY SHERIFF'S OFFICE POLICY	Number: G.O. 3.22
		Issue Date: February 21, 2012
		Revision Date: January 23, 2017
CHAPTER: Organization, Management and Administration	Related Policy: G.O. 3.13 (Internal Investigations), G.O. 3.14 (External Investigations)	
SUBJECT: Complaint and Inquiry Form		

POLICY: The Sheriff's Office will have a transparent complaint process. All citizens and employees should have the opportunity to voice a complaint or inquiry with the knowledge that the complaint will be taken seriously and handled confidentially. Tracking of all complaints or concerns, major or minor, will enable the Sheriff's Office to enhance policies and procedures, training, and community education.

RULE: Every Complaint or Inquiry shall be documented, whether received anonymously, in person, via mail, telephone, or any other form of communication.

DEFINITIONS:

Complaint: Citizen or employee alleging an employee violated a law or Sheriff's Office policy, rule, or procedure.

Inquiry: Any question, not involving employee conduct, related to a Sheriff's Office policy, rule, or procedure.

PROCEDURE:

I. Complaint and Inquiry Form

- A. The Sheriff's Office Complaint and Inquiry form shall be on-line at the Sheriff's Office website. A supply of forms shall be available to the public at the Reception Desk during business hours and at the sergeants' office on a 24-hour basis. In addition, supervisors of each division will be required to maintain the forms while on duty and/or while in the field.
- B. A person expressing a desire to file a complaint or inquiry shall be referred to an on-duty supervisor of the affected division.
 - 1. There shall be no attempt to dissuade any person from filing a complaint or inquiry and no unlawful retaliation against a person who does so.

2. If a supervisor is not immediately available, the employee shall
 - a. Collect the person's name and telephone number and give that information to the supervisor as soon as practical.
 - b. Give the person the supervisor's name and telephone number.
 - c. If in person, give the person the Complaint and Inquiry form.
 - d. If via telephone, direct the person to the Sheriff's Office website to fill out the Complaint and Inquiry form.
 3. This procedure includes the receipt of reports by persons who believe they have been stopped, detained, or searched in violation of law and this agency's policy prohibiting discrimination and biased based profiling.
- C. The supervisor will contact the reporting party and document the contact in section C on the form.
1. The contact documentation shall include a summary of the issues addressed and any methods of resolution.
 2. The supervisor receiving the Complaint and Inquiry form shall ensure sections A and B are filled out completely and the form signed by the reporting party.
 3. If the reporting party is unwilling or unable, the supervisor will fill out the sections A and B for the reporting party however the reporting party must still sign the form.
 4. The supervisor will check the appropriate recommended box.
 - a. Resolved- If the report alleges minor misconduct, such as perceived discourtesy by an employee or other minor infraction of policy, rule, or procedure, or an inquiry that can be resolved to the complainant's satisfaction without further investigation.
 - b. Unfounded- If the supervisor has sufficient information to determine the complaint is clearly unfounded.
 - c. Forward to Office of Professional Standards - If the complaint alleges an employee violated a law or Sheriff's Office policy, rule, or procedure.
 - d. Information Only-If the complaint is for documentation only and no additional contact is necessary.
 5. If a tracking number has not been assigned, the supervisor will obtain a tracking number from the Administrative Division Administrative Assistant.

6. The supervisor will then submit the form to the Division Lieutenant for review.
- D. The Division Lieutenant will review the form.
1. If the Division Lieutenant believes more follow up is needed, then the assigned supervisor will be instructed to seek more information.
 2. The Division Lieutenant will complete section D of the form.
 3. The Division Lieutenant will forward the form to the Division Commander.
- E. The Division Commander will review the form.
1. If the Division Commander believes more follow up is needed, then the assigned supervisor will be instructed to seek more information.
 2. The Division Commander will complete section E of the form.
 3. If appropriate, the Division Commander will forward the form to the Chief Deputy.
- F. The Chief Deputy will complete section F of the form when appropriate.
- G. When a Complaint and Inquiry form is delivered in person, mailed or emailed to the Sheriff's Office, the person receiving the form will document at the bottom of section B when and how the form was received.
1. In the instances where a non-supervisor employee receives the form, the form will be sent to the Administrative Division Administrative Assistant, where a tracking number will be assigned and forwarded to the appropriate Division Commander.
- H. Upon completion, the initial complaint and inquiry form will be maintained in the administrative division, logged by the report year and sequential number.

II. Complaint Report from Incarcerated Persons

- A. If the complaint is based on the treatment or care received while in custody of the Corrections Division, the reporting party should be directed to contact the Lane County Jail to obtain an Inmate Grievance Form.