



**Stanislaus County Sheriff's Department**  
**Jeff Dirkse**  
**Sheriff-Coroner**

**CITIZEN COMPLAINT PROCEDURES**

*Residents of Stanislaus County,*

The Stanislaus County Sheriff's Department realizes it must be responsive to input from the citizens in the community. All members of the Sheriff's Department encourage citizens to report what they believe to be any acts of misconduct. The complaint must be made in good faith, and the Sheriff's Department pledges to respond swiftly, thoroughly, and fairly to bona fide reports of alleged misconduct.

Very few contacts with the Sheriff's Department are of an unfavorable nature which would cause a complaint to be made. The majority of these contacts involve public assistance, information, or in some cases, lifesaving actions by a Deputy Sheriff.

The Sheriff's Department constantly seeks ways to improve our service to the community. We have pledged ourselves to professional and dedicated police services. To help us maintain this objective, we sincerely appreciate your comments.

Jeff Dirkse, Sheriff-Coroner

Stanislaus County Sheriff's Department  
Citizen's Complaint Form

My Name is: (Ms, Mrs, Mr) \_\_\_\_\_  
(First) (Middle) (Last)

I live at: \_\_\_\_\_

My contact numbers are: \_\_\_\_\_  
(Home) (Cell) (Work)

Best reached between: \_\_\_\_\_ AM and \_\_\_\_\_ AM  
\_\_\_\_\_ PM and \_\_\_\_\_ PM

I want to complain about: Employee and or Deputy Name: \_\_\_\_\_

Badge Number: \_\_\_\_\_ Vehicle Number: \_\_\_\_\_ Report Number: \_\_\_\_\_

Racial or Identity Profiling Yes No Reason: \_\_\_\_\_  
(circle one)

I want to complain because on: (date) \_\_\_\_\_ At about (time): \_\_\_\_\_ AM/PM

At: (location) \_\_\_\_\_

He/She \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*If the incident occurred more than 30 days prior to this complaint, include a description of the circumstances causing the delay in the above narrative.

(Attach as many additional sheets as necessary)

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A LAW ENFORCEMENT OFFICER FOR ANY IMPROPER LAW ENFORCEMENT CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZEN'S COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED FOR AT LEAST FIVE YEARS.

I have read and understood the above statement.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

### **Frequently Asked Questions**

#### **Does that mean that the Sheriff's Department wants complaints?**

Of course not. A complaint may mean that someone hasn't done a good enough job. However, we do want to know when our services need to be improved or corrected.

#### **Will you listen to my complaint?**

Certainly. Customer service is a major priority. We value your input and realize we may learn and improve our services based on your complaint.

#### **Who would investigate my complaint?**

Either a special investigator from Internal Affairs or the employee's supervisor will investigate a complaint.

#### **Do I have to complain in person?**

No. We prefer to talk to you in person. However, if there are valid reasons this can't be done, your complaint can be made over the phone or by mail. Generally, we do not accept a complaint from another party on your behalf, as this would be considered hearsay information and could leave out important facts needed for an investigation. After receiving your complaint, a supervisor will contact you.

#### **Who should I go to first?**

You should take a complaint about an employee to their supervisor. If a supervisor isn't available, ask for the on-duty Watch Commander.

#### **I'm under 18. Do I have the right to complain?**

Yes. Just bring one or both of your parents or guardians in with you.

#### **Will I have to write my complaint out?**

We have found it's much easier to investigate a written complaint, so we prefer them that way. If there are valid reasons this can't be done, we will make other arrangements.

#### **How thoroughly will you really investigate?**

Very thoroughly! We want to determine if there was a policy violation. We promise a fair and objective investigation.

#### **What will happen to the Employee?**

That depends. If the actions were criminal, the employee will be treated like any other person. If they were improper, but not criminal, the employee may be disciplined by the Sheriff.

#### **Will I be told how the complaint came out?**

Yes, you will be notified by the Sheriff's Department. However the release of specific details concerning the investigation may be limited by law.

#### **Send your completed Citizen Complaint form to:**

**Stanislaus County Sheriff's Department  
Administration Division  
250 E. Hackett Road  
Modesto, CA 95358**

(Revised 1/7/19)