

## Frequently Asked Questions about the Complaint Process

**Q. Is the Office of Professional Standards part of the Sheriff's Office?**

A. Yes, but it operates independently of all other bureaus of the Agency and reports directly to the Assistant Sheriff.

**Q. Are all complaints accepted?**

A. Complaints are subject to investigation except those regarding differences of opinion on the issuance of criminal charges, traffic citations or parking citations.

**Q. Will my complaint impact any charges placed against me by the police?**

A. **No.** Criminal and traffic charges must be resolved by the courts.

**Q. May I speak with a Command Officer or Supervisor regarding a situation or problem without filing a formal complaint (Citizen Feedback)?**

A. Yes. You can request to meet or speak with an employee's commander or supervisor and be heard regarding your concerns. Your feedback is important to us in ensuring a high degree of professionalism and integrity. This feedback would not be considered a complaint.

**Q. How much time do I have to file a complaint?**

A. Complaints should be filed as soon as practical. Delays in filing a complaint could seriously hamper an investigation since, as time passes, evidence may be lost, personal memory of the incident may diminish and witnesses may be difficult to locate.

**Q. How long do investigations take?**

A. Investigations of police officers are governed by State law and certain procedures must be followed. All investigations are completed as soon as possible.

**Q. How will I be informed of the outcome of an investigation?**

A. Findings are mailed to the complainant by either the Sheriff's Office or Administrative Charging Committee at the conclusion of the investigation. In some instances, commanders may contact a complainant personally in lieu of sending a letter.

B. You may also track the stages of your complaint by checking the Sheriff's Office "Complaint Status Tracker" on the Sheriff's Office website.

**Q. What happens if I make a false complaint?**

A. Complainants will be held responsible both criminally and civilly for knowingly making false statements or complaint.