

What Happens After I File A Complaint?

The complaint is received, reviewed, and assigned for further investigation. You may be contacted by the investigator for an interview, if needed. Once the investigation is completed, you will be notified of the final determination as follows:

Sustained: Investigation has shown sufficient evidence to prove the truth of the allegation by the preponderance of evidence.

Inconclusive: Investigation failed to show sufficient evidence to clearly prove or disprove the allegation.

Exonerated: Investigation clearly established the actions of the personnel that formed the basis of the complaint are within policy and the law.

Unfounded: Investigation clearly established that the allegation is not true.

Will I Have to Testify if I Make a Complaint?

A complainant does not normally have to testify in any formal hearing. During the investigation you, along with witnesses, may be questioned concerning the incident. It is essential to any investigation to ask all pertinent questions and obtain factual information. Once an investigation is concluded, a disposition will be determined. Members of the Sonoma County Sheriff's Office have the right to appeal any discipline recommended or imposed. In some cases these appeals may be heard by the Sonoma County Civil Service Commission. You may be asked to testify at such a hearing.

What Happens If I File A False Criminal Complaint?

We invite people to bring their concerns regarding law enforcement practices and services to our attention. However, anyone who alleges a crime was committed and reports that to a peace officer, knowing the report to be false, could be charged with a misdemeanor.

From:

**SONOMA COUNTY
SHERIFF'S OFFICE**



COMPLAINT PROCEDURE

**Eddie Engram
Sheriff-Coroner**

STAMP

To: Sheriff Eddie Engram

Sonoma County Sheriff's Office

2796 Ventura Avenue

Santa Rosa, CA 95403

Complaints

Thank You for taking the time to provide your feedback about our employees. Our Office is constantly striving to provide outstanding customer service to our community. We welcome and appreciate your feedback.

All Sheriff's Offices in the State of California are required by law to have a process by which a citizen may make a complaint against Sheriff's members.

Sonoma County Sheriff's Office will not tolerate any intimidation or retaliatory action against any person who files a complaint against a member of this office.

How Can A Complaint Be Made?

A complaint can be made by telephone, by mail, or in person. The complaint can be made at the Sonoma County Sheriff's Office, another mutually convenient location, or the Independent Office of Law Enforcement Review and Outreach (IOLERO). The Sheriff's Office is primarily interested in learning of your concerns about law enforcement conduct or a need for improvement in our delivery of services.

Who Can Make a Complaint?

A complaint may be made by anyone. However, if the complainant is under the age of 18, we ask that the complainant be accompanied by a parent or an adult if made in person or the complaint form signed by a parent or adult if submitted in writing.

When Can A Complaint Be Made?

A complaint can be made with this office 24 hours a day. After normal business hours, a complaint may be registered with any supervisor or the on-duty Watch Commander, or by calling (707) 565-2650.

