# 3-01/080.20 - Complaints and Information Requests

When calls are received from the public concerning complaints or requests for information concerning the Department and there is any question as to the correct answer, the inquiry shall be referred to the Sheriff's Headquarters Bureau.

On calls concerning the functions of another county department, the caller should be given the name and phone number of the appropriate department. If the correct department is not known, the caller should be referred to the Public Information Section of the Chief Administrative Office. When possible, the call shall also be transferred to the correct number.

Any request by an outside person or agency for this Department to conduct a study or survey, or to answer a questionnaire requiring the research and collection of information and/or data shall be directed, through channels, to the Office of the Sheriff. Members of this Department shall not respond to such requests without prior approval from the Office of the Sheriff or Undersheriff.