3-04/010.35 - Public Accessibility to Information About the Complaint Process

Each bureau, station, and facility shall maintain a supply of the Department forms SH-CR-596 and SH-CR-596A (spanish version). These forms, entitled "Procedures For Public Complaints," explain how the Department conducts complaint inquiries. The forms also inform the public of their recourse in the event of dissatisfaction after a complaint is handled. The forms shall be kept with the watch commanders, not at the public counter, and are to be issued only at the discretion of the watch commander.

Additionally, the Professional Standards Division is responsible for furnishing the county chief administrative officer with a supply of pre-addressed "business reply mail" public complaint forms for distribution to non-Sheriff's county facilities. The forms may also be maintained at contract city offices at the discretion of the contract city. Each mail-in form has a copy of "Procedures For Public Complaints" attached to it. These forms facilitate the public's ability to lodge complaints by enabling a person who is hesitant to visit a Sheriff's facility to mail his complaint.

These forms are not to be used or provided to complainants in lieu of the watch commander's completing the service comment report. The forms shall not be maintained at public counters at station, jails, etc., except at station area store front sites, which have no on-site watch commander.

Watch commanders are authorized to keep a supply of these forms for their personal issuance to the occasional complainant who insists on having a form to fill out and refuses to cooperate with the service comment report procedures.