

## 1-05/030.00 Service Comment Audits

The Sheriff's Department will accept and review any comment from any member of the public concerning Departmental service or individual performance. It is the Watch Commander's responsibility to hear every commendation or complaint, even if another Unit's personnel are involved.

The term "Watch Commander" as mentioned in Department policy will be defined as "Branch Supervisor," for Court Services Division. It is recognized that the "Branch Supervisor" may hold the rank of Deputy Sheriff Bonus I.

When a person telephones or enters one of our facilities to express a complaint or commend our service and/or personnel, the person shall immediately be referred to the Branch Supervisor. No attempt shall be made to dissuade the person from bringing the comment to the attention of the Branch Supervisor. Personnel subordinate to the Branch Supervisor shall not screen the information or make attempts to resolve the complaint.

### **Regarding telephonic comments, the Branch Supervisor shall:**

- Interview the person making the comment
- Complete a Watch Commander's Service Comment Report
- Refer to Manual Policy and Procedures
- Inform the citizen that they will receive a letter in the mail acknowledging the comment, accompanied by a copy of the Service Comment Report.
- Give the person the Service Comment Report serial number prior to the conclusion of the interview
- Document follow-up actions in a memorandum and forward to the Unit Commander

### **Regarding in-person comments, the Branch Supervisor shall:**

- Interview the person making the comment
- Complete a Watch Commander's Service Comment Report
- Give the person the green copy of the Service Comment Report
- Give the person a copy of the document "Procedures for Public Complaints" SH-CR-596 (English or Spanish version as appropriate)
- Inform the citizen that they will receive a letter in the mail from the Unit Commander acknowledging the comment
- Document follow-up actions in a memorandum and forward to the Unit Commander

To ensure that the complaint process is adhered to, members of the Department's Inspectional Services Unit conduct periodic audits. The audit may take the form of a telephone call or a representative presenting themselves at a public counter to make a face-to-face complaint.

Complaints received at the phone room about an issue or individual assigned to a specific Branch will be referred to that Branch. Complaints about the phone room or its employees shall be referred to the phone room supervisor.