

POTTAWATOMIE COUNTY SHERIFF'S OFFICE

Citizen Complaint Process

The goal of the Pottawatomie County Sheriff's Office is to maintain and improve our quality of livability within our county by working with all citizens to preserve and protect life, property, and promote individual responsibility while serving our citizens with pride, honor, and professionalism.

A citizen has a concern or complaint

The Pottawatomie County Sheriff's Office believes in the dignity and worth of every individual and in the important of respecting the citizens we serve in addition to the men and women of the Sheriff's Office. A citizen complaint causes this office to examine the services we provide to our community and to make improvements in the way we provide those services.

How does the Pottawatomie County Sheriff's Office receive citizen complaints or concerns?

A citizen may notify the Sheriff's Office of any complaint or concern by contacting the Pottawatomie County Sheriff's Office and asking to speak with the Shift Supervisor. The Shift Supervisor, if available, will contact the citizen and discuss the complaint or concern with them. The citizen shall complete the Pottawatomie County Sheriff's Office Citizen Complaint Report and return it to the Shift Supervisor. This report may also be mailed or faxed. If the Shift Supervisor is unavailable and a Senior Ranking Deputy is available, that Deputy shall receive the citizen complaint

What does the Pottawatomie County Sheriff's Office do with a complaint?

The Undersheriff will review it, log it in, and assign it for investigation based upon the nature of the complaint.

The Undersheriff determines how the complaint will be processed and/or investigated in one of three ways:

- 1) Declines to look into the matter further.**
 - a. If, in the initial stages of the investigation, it is determined that the allegation is without merit or involves an agency other than the Pottawatomie County Sheriff's Office, the case will not be investigated further. The complainant will receive a notification letter explaining the right to appeal the decision to the Sheriff.
- 2) Assigns the complaint back to the division involved.**
 - a. The division manager will conduct the investigation or delegate the task to a qualified subordinate.

3) Assigns it for criminal investigation.

- a. Criminal conduct complaints may be assigned to one of the Pottawatomie County Sheriff's Office detectives to be investigated like any other criminal allegation, or may be assigned to an outside law enforcement agency.

How are complaints reviewed for completeness?

All investigations are reviewed by the Undersheriff and the findings are forwarded to the Sheriff for review.

How are the complaints evaluated?

After a complaint has been investigated and reviewed, it is given one of four classifications. The classification given is known as the finding. The possible findings are:

1) Unfounded

- a. Claim is false. Based on the facts of the investigation, there is no basis to the allegation(s).

2) Exonerated

- a. Actions of the Deputy were within the guidelines of the Pottawatomie County Sheriff's Office policy.

3) Insufficient Evidence

- a. There was not enough evidence to prove or disprove the allegation(s).

4) Sustained

- a. Deputy was found to be in violation of the Pottawatomie County Sheriff's Office policy or procedure.

What actions will the Pottawatomie County Sheriff's Office take?

The Undersheriff reviews the complaint, determined specific violations, decides how the complaint is to be classified, and if necessary, recommends appropriate discipline. All complaints found to be sustained will be reviewed by the Sheriff.

How are involved parties notified?

The complainant is notified by letter with the findings and results of the investigation, as well as the process by which to appeal the decision to the Sheriff. The Deputy involved and the Deputy's supervisor receive a copy of the letter sent to the complainant that describes the findings and results of the investigation.

Complaint Categories

- **Property:**
 - Allegation that money, property, evidence, or other valued items have been taken and not properly accounted for, receipted, or placed in evidence.
- **Use of Force**
 - Allegation of use of excessive or inappropriate physical or deadly physical force.
- **Conduct**
 - Allegation of misconduct, other than those more specifically defined by another category, which tends to bring reproach or discredit upon the Pottawatomie County Sheriff's Office.
- **Disparate Treatment**
 - Allegation of treatment of an individual that is different from treatment of another because of race or other protected class (sex, age, national origin, sexual orientation, political or religious beliefs, or handicap)
- **Communication**
 - Allegation relating to attitude, rude conduct, or verbally abusive conduct other than those addressed in the disparate treatment category.
- **Performance**
 - Allegation of work performance which fails to meet or conform to the Pottawatomie County Sheriff's Office standards or requirements.
- **Procedure**
 - Allegation of conduct which violates the Pottawatomie County Sheriff's Office Standards of Conduct, general order, or order of a superior which is not addressed in another category.

Caution

Though citizens are encouraged to report concerns, the Pottawatomie County Sheriff's Office cautions citizens not to maliciously accuse employees. Sustained complaints may adversely affect an employee's livelihood. Sustained malicious accusations could result in civil litigation against the reporting party by the accused employee. Your kind consideration is appreciated.

This brochure is a summary of the Pottawatomie County Sheriff's Office Citizen Complaint Process; it is not a complete account of the investigation or disciplinary process.

Sheriff Doug Adams

POTTAWATOMIE COUNTY SHERIFF'S OFFICE

Citizen Complaint Report

This form is being provided to you in order to initiate the citizen complaint process. We appreciate your effort to bring your complaint to our attention. Please fill in the report below. Please be as clear and specific as possible. We cannot assure complete confidentiality of this report as it will be used as the basis of our investigation; but will treat the information you give as professionally as possible.

If this complaint involves allegations of racial profiling: please be aware that you may also file complaints with Kansas Attorney General Office and/or the Kansas Human Rights Commission.

Kansas law mandates that some of the non-identifying information contained in this complaint shall be submitted by this office to the Kansas Attorney General's Office.

Thank you for your concern and your cooperation
Doug Adams
Sheriff

<i>Last Name</i>	<i>First Name</i>	<i>Middle Name</i>	<i>Date of Birth</i>
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<i>Address</i>	<i>City</i>	<i>State</i>	<i>Zip Code</i>
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Phone Number

Name of Deputy: _____ Badge Number: _____

Description of Deputy: _____

Description of Deputy Vehicle: _____

Date of Incident: _____ Time: _____ AM/PM

Location of Incident: _____

