

CITIZEN'S COMPLAINT INFORMATION

The Butte County Sheriff's Office is responsible for protecting the lives of the citizens of Butte County. Our employees are highly trained and educated. They serve with professional pride and they want you, the citizen, to share this pride.

Each year, this office is responsible for the processing and care of more than 9,000 individuals booked into our Correctional Facilities. The Deputies assigned to patrol services respond to more than 20,000 calls for service annually. Deputies serve as arbitrators in thousands of cases when they are asked to resolve differences between individuals and groups. Many times the decisions made by the Deputies will restrict the freedom and liberty of these persons. Often these decisions materially affect the course of the people's lives.

We fully realize that our involvement in these complex and often emotionally charged situations may not always result in a level of performance that you, the citizen, have grown to expect. For this reason, the Sheriff's Office has well-defined procedure for assisting citizens who wish to voice their grievances against our operations, policies, or employee conduct.

All citizen complaint investigations are thorough and objective and are aimed at maintaining public confidence and departmental integrity. The goal is to neither condemn nor exonerate, but rather to identify and evaluate all the facts surrounding the incident in question.

AFFECT ON CRIMINAL PROSECUTION

The citizen's complaint investigation within the Sheriff's Office of the conduct of its employees and the District Attorney's prosecution of criminal case are two entirely separate matters. If a person, who is arrested by a Deputy of the Sheriff's Office, files a citizen complaint against that Deputy, such action will in no manner affect the prosecutor's independent decision to proceed with the criminal action.

CITIZEN'S OBLIGATION

A mandatory requirement in the making of a citizen complaint against an employee is that it be made as accurately and honestly as possible. Simple errors, omissions, and inaccurate perceptions are understandable and not uncommon. However, a complaint which is false and made with knowledge of its falsity, hatred, ill will, spite and which accuses an employee of misconduct, criminal conduct or incompetence will not be tolerated. This advisement is not made to dissuade the making of a bona fide complaint, as complaints should be made and investigated.

PROCEDURES

Every citizen has the right to lodge a complaint against the Sheriff's Office or any individual employee employed by the Sheriff. Citizen's Complaint Forms are available at the Butte County Sheriff's Office, or at one of the substations. While personal contact is desirable, initial complaints may be made by telephone or letter. However, it will be necessary that the complainant be available for a personal interview.

When a complaint is received, it is forwarded directly to the Sheriff for assignment. A thorough investigation will be conducted. Upon completion of the investigation, all findings are directed to the Division Commander for recommendation and disposition, with the Sheriff making the final decision. In all cases, the citizen making the complaint is informed of its final disposition to the extent allowed by law. Although investigators will exert every effort to uncover the truth of each situation, in those instances where the citizen feels that the proper investigation has not been conducted, the Sheriff's Office urges the person to seek further recourse through any of the outside agencies listed below.

Butte County Sheriff's Office
Internal Affairs Investigations
33 County Center Drive
Oroville, CA 95965
(530)-538-7321

Butte County District Attorney's Office
25 County Center Drive
Oroville, CA 95965
(530)-538-7411

California Department of Justice
4949 Broadway
Sacramento, CA 95820
(916)-227-8498

Federal Bureau of Investigation
4500 Orange Grove Avenue
Sacramento, CA 95841
(916)-481-9110

INSTRUCTIONS FOR COMPLETING CITIZEN'S COMPLAINT FORM

It is desirable that you come to the Butte County Sheriff's Office where your complaint can be received during a personal interview. All information will be treated confidentially by the Sheriff's Office.

A parent or guardian's signature is required on any complaint filed by a person less than eighteen (18) years of age.

When filing your complaint, you will be asked to provide the following information:

- Your name, address, telephone number, age, and race.
- The name, address, telephone number, age, and race of the alleged victim, if other than yourself.
- The date, time, and location of the incident.
- The name(s) of any witness(es), their address(es) and telephone number(s) if available. If witness(es) are not known, give their description, car license number, badge number, etc.
- The name, car number, badge number, and/or description of the employee involved.
- The name, address, and telephone number of any person arrested.
- The name, address, and telephone number of your attorney.
- A narrative, detailed description of the event.

The investigating officer will interview all parties listed on the complaint, examine any relevant evidence and gather all information pertinent to each allegation made in the complaint. After completing the investigation, a complaint disposition of non-sustained or sustained shall be made, based on each allegation.

While citizen complaints are investigated by an officer assigned to the Internal Affairs Investigation Division, the final disposition on the case is made by the Division Commander. When complaints are found to be sustained, the Division Commander shall determine and administer corrective and/or disciplinary action. The Division Commander may consider one or more of the following: counseling, training, oral or written reprimand, suspension, demotion, or termination.

This office attempts to complete each investigation within thirty (30) days. Normally, all complaint investigations are completed within this period.

You will be notified of the results of the investigation and to the complaint disposition. Any person may appeal a complaint disposition to the Sheriff. If the Sheriff is satisfied with the merits of the appeal, he/she may reopen the investigation and take appropriate action.

BUTTE COUNTY SHERIFF'S OFFICE

33 County Center Drive
Oroville Ca 95965
(530) 538-7321

CITIZEN COMPLAINT FORM

1. Name of Reporting Person: _____ Age: _____ Race: _____

Address: _____ City: _____ State: _____ Zip: _____ Telephone #: _____

2. Name of Victim of Misconduct: _____ DOB: _____ Age: _____ Race: _____

Address: _____ City: _____ State: _____ Zip: _____ Telephone #: _____

Date and Time of Incident: _____

Location of Incident: _____

4. Witnesses (If unknown, give description, car license, badge number, etc.)

Name	Address	Telephone #

5. Name of Employee	Car Number	Badge Number	Description

6. Name of Person(s) Arrested	Address	Telephone #

7. Name of Attorney	Address	Telephone #

8. Was any party to the complaint or any witness detained or interviewed by the police? If so, whom?

9. May the Investigator interview the complainant at his/her place of work or at home?

Give a narrative description of the events giving rise to the complaint
Use the attached sheet if additional space is required.

Check here if you have used the attached sheet.

I certify these statements to be true and accurate to the best of my knowledge and belief.

Signature of reporting person: _____ Date: _____

Signature of parent or guardian if complainant is under 18 years: _____ Date: _____

Signature of employee receiving complaint: _____ Date/Time: _____

BUTTE COUNTY SHERIFF'S OFFICE
CITIZEN COMPLAINT FORM (Narrative Continued)

Signature of Reporting Person:		Date:
<input type="checkbox"/> Check here if you have attached an additional page.	This is page # _____ of _____	