

ERIE COUNTY SHERIFF'S OFFICE POLICIES AND PROCEDURES

11.07 CITIZEN COMPLAINTS

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Any employee shall courteously communicate with any individual who wishes to file a complaint alleging that an employee of this agency has violated any criminal or traffic law (federal, state or local ordinance) and/or any agency policy or procedure. Upon learning of the allegation, the employee receiving the information will immediately refer the complainant to the most senior supervisor on duty within the respective division in the agency (Patrol or Jail). That supervisor will then receive the information in writing from the complainant, may investigate the complaint as directed by the Sheriff, Chief Deputy, and/or Jail Administrator, and may initiate any counseling or other necessary disciplinary action against the employee in question. The investigating supervisor may also, once the written complaint has been received, refer the investigation to the Patrol Division Operations Officer and/or the Jail Administrator for investigation and initiation of disciplinary action.

At no time will an agency employee institute disciplinary action against an employee of the same or higher rank based upon a citizen complaint. Disciplinary action in such cases will follow the chain of command.

A supervisor receiving a written statement from a citizen alleging a violation of law and/or agency policies or procedures is not required to notify the employee of the allegation, but will notify the Sheriff, Chief Deputy, and/or Jail Administrator as soon as possible and practicable depending upon the severity of the alleged infraction. The employee may be notified at a later date as the investigation proceeds.

Disciplinary action will not be pursued against an employee based solely upon an anonymous, unsubstantiated complaint.