

## **HOW TO FILE A COMPLAINT**

Anyone wishing to file a complaint or make an inquiry with the Randolph County Sheriff's Office can do so by contacting the Office via telephone or by speaking directly to the Sheriff or Chief Deputy.

On some occasions, such as a misunderstanding of a policy or procedure, a complaint can be resolved by a supervisor during the initial contact. Nonetheless, each complaint is documented even if it is resolved at this initial level.

If a resolution at the supervisor level is not possible or the complaint is of a serious nature, a complaint may be filed using a Citizen Complaint Form available at the Sheriff's Office from the lobby or the 24 hour dispatch. A complaint form can also be mailed to your residence at your request.

## **TIME FRAME & NOTIFICATION**

The scope of the investigation and the seriousness of the allegations are determining factors in how long an investigation will take. The Sheriff's Office will make every effort to keep the complaining party informed as to the progress of the investigation. They will not be informed of any disciplinary action taken.

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## **FALSE COMPLAINTS**

The Randolph County Sheriff's Office recognizes the need for the filing of legitimate complaints against deputies as a means by which we can be held accountable to the public; however, the office will also seek to hold members of the community responsible for the filing of false allegations against the police.

## **FOR MORE INFORMATION**

### **Contact**

**RANDOLPH COUNTY**  
**SHERIFF'S OFFICE**

**618-826-5484**



## **CITIZEN COMPLIMENT & COMPLAINT PROCEDURES**

**RANDOLPH  
COUNTY  
SHERIFF'S  
OFFICE**

*SHERIFF SHANNON WOLFF*

## OUR COMMITMENT

The Randolph County Sheriff's Office is committed to serving all people with respect, fairness, and compassion. The Sheriff's Office makes every effort to protect the rights of all citizens and our employees by working hard to ensure that we carry out the police mission in a balanced and professional manner. To demonstrate and protect the Sheriff's Office integrity, the Randolph County Sheriff's Office will accept and investigate fairly and impartially all complaints of employee misconduct to determine the validity of allegations.

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## WHAT IF I WANT TO COMPLIMENT AN EMPLOYEE

When you have the occasion to see an employee doing an outstanding job, we would like to hear from you. This can be accomplished by contacting the Sheriff or Chief Deputy, either in person, by mail or by phone.

Randolph County Sheriff's Office

200 West Buena Vista St.

Chester, IL 62233

618-826-5484

## COMPLAINT PROCESSING

After an initial complaint is made, a member of the command staff will be assigned to investigate. Internal investigations typically fit into two categories: Informal investigation and; Formal investigations. Informal investigations are typically investigated by the Chief Deputy and involve such issues as:

- Discourtesy
- Ineffective/Incomplete Service
- Insubordination
- Unfair or improper Discharge of Duties

More serious allegations will be handled by the Sheriff or his designee. These formal investigation involve issues such as:

- Criminal Conduct
- Excessive Use of Force
- Violation of Civil Rights
- Corruption

If the circumstances dictate, the Randolph County Sheriff may refer an internal investigation to an outside agency.

## FINAL REPORT OF INVESTIGATION

Upon completion of any "formal" investigation a final report will be presented to the Sheriff. Based upon a review of the investigation and the recommendation of the investigating officer, the Sheriff will enter one of the following findings:

**SUSTAINED: The allegation is substantiated.**

**UNFOUNDED: The allegation is false, or not factual.**

**EXONERATED: The incident occurred, but the employee acted lawful and properly**

**NOT SUSTAINED: The allegation is not substantiated. There is not sufficient evidence to prove or disprove the allegation.**

**MISCONDUCT NOT BASED ON COMPLAINT-SUSTAINED: Substantiated misconduct, not alleged in the complaint, but disclosed by the investigation**

**When an investigation substantiates a complaint of misconduct or wrong doing, the department will take action ranging from counseling through removal.**