

Randolph County

Sheriff's Office

200 W Buena Vista St

Chester, IL 62233

Phone: (618) 826-5484



Making a Complaint

Giving Commendation

In order to ensure that you have sufficient avenues to reach us, you can contact us in any of the following ways. In all complaint cases you will be provided with an agency form to fill out. *Note that all complaints will be investigated even if you choose not to fill out the form:

1. Come to the Office and notify on-duty personnel that you would like to make a complaint.
2. Call the Communications Center at (618) 826-5484.
3. Write a letter detailing your complaint/commendation and send it to the address listed in this brochure.
4. Notify us by email at rcso@randolphco.org

MESSAGE FROM THE SHERIFF:

The Randolph County Sheriff's Office strives to provide the highest level of service to the citizens of this County.

We recognize the expectation for professional law enforcement services at all times and in all cases. A strong working relationship with our community is vital to our success. This starts with good communication and transparency. Our complaint/commendation procedures are intended to serve as one example of many in place to reinforce the high standards we have set for the men and women that make up the Randolph County Sheriff's Office. Therefore, our commitment to you is the promise that this Office will thoroughly investigate all complaints of misconduct in a fair, equitable, and impartial manner. This practice must be the standard to ensure that our goals and commitment to the community are met.

We have outlined the many acceptable means by which one can file complaints and commendations in this brochure. Following the recommendations in this document will ensure that your concerns are addressed in a thorough and timely manner.

Sincerely,

Sheriff Shannon Wolff

Public Service Report

The Randolph County Sheriff's Office provides law enforcement services for the unincorporated areas of Randolph County. This agency has trained its personnel to provide consistent and professional services. As a member of our community, you can assist us in ensuring that this level of service is maintained through this communication program. We ask that you utilize this procedure when you observe our staff carrying out duties that you feel merit our attention. This program facilitates open, reciprocal communication with the Administration when addressing performance both above and beyond; and that which fails to meet our standards.

You may report your observations or experiences in person, by letter or by telephone. This agency also accepts anonymous information. Anonymous reports are investigated only to the extent the information provided will allow. Further dialog or follow-up with a Supervisor or Investigator; or information about a disposition concerning the complaint will not be possible if you remain anonymous.

The supervisor will prepare the actual report and conduct a preliminary investigation. This is to ensure that all relevant and available information is gathered. Be sure to include as much detail as possible. Identifying witnesses and allowing us to accumulate evidence including photographs, relevant documents, and other

records, if necessary, will be key to a thorough and meaningful investigation.

A member of this agency will be assigned to investigate your report. You should expect to hear from that person within a couple of days. The investigator will attempt to arrange for a convenient time and location to conduct a formal interview with you, provided you are willing and the circumstances require. A Supervisor will determine if a complaint of misconduct warrants the participation of an outside investigative agency.

We strive to complete all of these Public Service Report investigations within 30 days. Normally the review process takes a few more days. You will be notified of the outcome of the investigation.