

## Lassen County Sheriff's Office Citizen Complaint Information

### About Us:

The Lassen County Sheriff's Office is responsible for protecting the lives of the citizens of Lassen County. Deputies serve as arbitrators in thousands of cases where they are asked to resolve differences between individuals or 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 people's lives.

Each year this office is also responsible for the processing and care of thousands of individuals who are booked into our correctional facility. Our deputies are highly trained. They serve with professional pride, and they want you, the citizen, to share this pride.

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

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

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### IN WHAT FORM MAY I MAKE MY COMPLAINT?

- Complaints are accepted in writing, and in person. In making a complaint, please use the attached Personnel Complaint form. You may mail or walk the form to the following address:

Lassen County Sheriff's Office  
1415 Sheriff Cady Lane  
Susanville, Ca 96130  
Internal Investigations

### WHO WILL INVESTIGATE MY COMPLAINT?

- Complaints will be investigated by supervisory personnel and assigned by the appropriate Division Commander. Complaints can be lodged during normal business hours at the Sheriff's Office. If this is impractical, you may telephone the Sheriff's Office at (530)251-8013.
- After normal business hours, complaints can be made to the Sheriff's Watch Commander (530)257-6121. The Watch Commander will take information regarding the complaint and forward it to the appropriate division.
- Written complaints will also be accepted. Please use the "Personnel Complaint Form." Upon receipt of the written complaint, an investigator or other member of the department may interview you.

**IF I WRITE MY COMPLAINT, WHY DO YOU WANT TO TALK TO ME?**

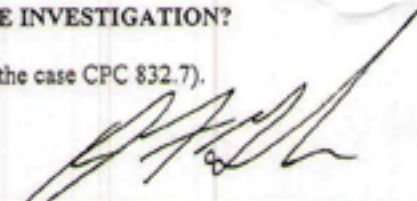
- The department wants to do a complete investigation of all sincere complaints. Departmental employees are also interviewed, which can lead to a version of events that varies from what is written by a complainant. Fairness to both sides requires that involved parties and witnesses also be interviewed in an attempt to ascertain the truth. Certain facts, recollections, or evidence not originally considered by the complainant could be vital in determining the facts of the incident.

**WHAT WILL HAPPEN TO THE DEPARTMENTAL EMPLOYEE?**

- That will depend on what, if anything, the employee did wrong. If the actions were criminal, the employee will be dealt with like any other citizen. If their behavior was improper but not criminal, the employee may be disciplined by the Sheriff to the degree warranted by the individual situation. Disciplines can range from reprimands through suspensions to termination.

**WILL I BE INFORMED REGARDING THE OUTCOME OF THE INVESTIGATION?**

Yes. A letter will be mailed to you within 30 days of the disposition of the case CPC 832.7).



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Dean F. Growdon  
Lassen County Sheriff-Coroner  
March 4, 2011



# LASSEN COUNTY SHERIFF'S OFFICE

1415 Sheriff Cady Lane Susanville, CA 96130

Administration  
Phone: (530) 251-8013  
Fax: (530) 251-2884

Dispatch  
Phone: (530) 257-6121  
Fax: (530) 257-9363

Civil  
Phone: (530) 251-8014  
Fax: (530) 251-2884

Adult Detention Facility  
Phone: (530) 251-5245  
Fax: (530) 251-5243

Dean F. Growdon  
Sheriff - Coroner

## CITIZEN COMPLAINT

Section 832.5 of the California Penal Code states: "Procedure for investigation of Citizen's Complaints against personnel".

- (a) Each department or agency in this state which employs peace officers shall establish a procedure to investigate citizen's complaints against personnel of such departments or agencies, and shall make a written description of the procedure available to the public.
- (b) Complaints and any reports or findings relating thereto shall be retained for a A period of at least (5) five years.

In your own words, what is your specific complaint?: \_\_\_\_\_

Date Occurred: \_\_\_\_\_ Time: \_\_\_\_\_  
Location: \_\_\_\_\_

Officer Name: \_\_\_\_\_ Badge #: \_\_\_\_\_  
Description: \_\_\_\_\_

Officer Name: \_\_\_\_\_ Badge #: \_\_\_\_\_  
Description: \_\_\_\_\_  
Vehicle #: \_\_\_\_\_ Description: \_\_\_\_\_

Your Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

Witness Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

Witness Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Witness Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Witness Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Complaint Received By \_\_\_\_\_ Date: \_\_\_\_\_

Command Staff Given To: \_\_\_\_\_ Date: \_\_\_\_\_

Complaint DOJ Logged By: \_\_\_\_\_ Date: \_\_\_\_\_

**WHAT YOU FEEL WAS DONE WRONG:**

**(Briefly)**

\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_ Signed: \_\_\_\_\_