



“In partnership with the community -
Dedicated to your safety”

Dear Citizen,

The role of law enforcement is very difficult and complex. Deputies can only effectively solve community problems when they are working in concert with the community. To accomplish this, deputies must strive to serve the public in a fair and impartial manner that respects the dignity and diversity of everyone we contact. To achieve this, utmost tact and diplomacy are essential. Force must only be used when necessary, and then only that amount of force that is objectively reasonable and legally appropriate.

The goal of the Spokane County Sheriff's Office is to always handle every situation in the most efficient and professional manner possible, not only in compliance with all legal and moral mandates, but also to the satisfaction of all parties involved. Our goal would be that the service we provide would never prompt a member of the public to complain; however, because we are human and because the people we contact and the situations we deal with are so complex, this will not likely be the case. Should you be in a situation where you feel the need to file a complaint, the following information is provided to assist you:

The Sheriff's Office wants to know about your complaint. This does not mean we want complaints, but that we need to know when our service needs to be improved and corrected. We want to find out when things go wrong and correct the situation so that it does not happen again.

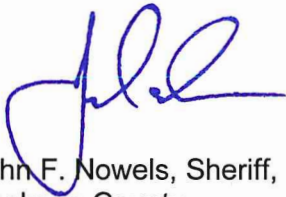
The Sheriff's Office has a policy that dictates how complaints against our members are received, vetted and investigated. The policy is outlined as follows:

- Personnel complaints consist of any allegation of misconduct or improper job performance against any Sheriff's Office employee that, if true, would constitute a violation of Sheriff's Office policy, federal, state or local law and would likely result in corrective/disciplinary action.
- Members of the public have the right to make a complaint regarding the conduct or performance of any member of the Sheriff's Office. Any person requesting a complaint form will be provided one.
- Preferably, complaints will be made in person and in writing; however, complaints can be made by phone, letter or electronically via the Sheriff's Office website or email. Complainants may elect to have their identity remain confidential to the general public.
- Complaints made by phone or in person will generally be taken by a Sheriff's Office member of the rank of Sergeant or above or by a member of the Office of Professional Standards.
- Once received, an initial investigation is conducted and a complaint packet is prepared. The complaint packet is then vetted by a Sheriff's Office member of the rank of Division Commander or above.
- If appropriate, the Division Commander or above will assign the complaint for formal investigation by a Sheriff's Office member of the rank of Lieutenant or above or a member of the Office of Professional Standards.

- A complaint may also be treated as an Inquiry if deemed appropriate. An Inquiry is defined by Sheriff's Office policy as:
 - A contact either in person, by phone, electronically or in writing with a citizen, another member of the Sheriff's Office or the member of another law enforcement agency regarding a complaint, question or concern about the conduct or performance of a Sheriff's Office employee that has been resolved to the calling/complaining party's satisfaction.
 - A complaint, question or concern about the conduct or performance of a Sheriff's Office employee which, even if true, would not constitute a violation of policy or law.
 - A complaint, question or concern about the conduct or performance of a Sheriff's Office employee that lacks information or detail sufficient to identify the employee allegedly involved.
 - A matter in which the complaining party, after making an initial complaint, becomes either disinterested, unavailable or uncooperative to the degree that further investigation of the complaint is determined to be unnecessary or impractical.
- All complaints assigned for formal investigation will be thoroughly and objectively investigated and the results of the investigation will be communicated to the appropriate Division Commander or to the Sheriff for review and disposition.
- Individuals who make complaints against members of the Sheriff's Office will be informed, usually by mail, of the disposition of their complaint.

We sincerely hope that you will understand and/or be satisfied with the outcome of your complaint. Again, our goal is that you will never need to use this complaint form, as we do not want to fail in our continuing efforts to give you the best public service possible.

Sincerely,



John F. Nowels, Sheriff,
Spokane County



SPOKANE COUNTY
SHERIFF
SHERIFF JOHN F. NOWELS

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| COMPLAINANT INFORMATION | | | | |
|-------------------------|----------------|----------------|----------------|---------------|
| Last Name | First Name | Middle Name | Jr., III, etc. | Date of Birth |
| Address Number/Street | Apt./Suite # | City | State | Zip |
| Phone # (Home) | Phone # (Cell) | E-Mail Address | | |

| INCIDENT DETAILS (IF KNOWN): | | |
|------------------------------|---------------------|------------------|
| Date of Occurrence: | Time of Occurrence: | Incident Number: |
| Location of Occurrence: | | |

| INVOLVED EMPLOYEE(S) (IF KNOWN): | |
|----------------------------------|---------|
| Name #1 | Badge # |
| Name #2 | Badge # |
| Name #3 | Badge # |

| WITNESS(ES) (IF KNOWN): | |
|-------------------------|-----------------------------|
| Witness # 1 Name | Phone Number |
| Address Number/Street | Apt./Suite # City State Zip |
| Witness # 2 Name | Phone Number |
| Address Number/Street | Apt./Suite # City State Zip |
| Witness # 3 Name | Phone Number |
| Address Number/Street | Apt./Suite # City State Zip |

