



**Lou Blanas**  
*Sheriff*

**CITIZEN COMPLAINT INFORMATION**

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**About us**

The Sacramento County Sheriff's Department is responsible for protecting the lives of the citizens of Sacramento County. This Department receives more than 700,000 calls for service annually. 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 Department is also responsible for the processing and care of over 60,000 individuals booked into our correctional facilities. 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 Department 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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**Complaint effect on criminal prosecution**

The investigation within the Sheriff's Department of the conduct of its employees, and the District Attorney's prosecution of a criminal case are two entirely separate matters. If a person arrested by Sheriff's Deputies files a citizen's complaint against those deputies, such action will in no manner affect the prosecutor's independent decision to proceed with the criminal action.

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**Legal advisement and acknowledgment**

The following advisement is required by state law:

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

I have read and understood the above statement.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

**Complaint procedure**

Every citizen has the right to lodge a complaint against either the Sheriff's Department or any individual member employed by the department. Initial complaints may be made by telephone or letter. However, it will be necessary that the complainant be available for personal interview. Complaint forms are available at the public counters of all Sheriff's buildings and can also be obtained by contacting the Office of Internal Affairs. Completed forms may either be delivered or mailed to:

- SACRAMENTO COUNTY SHERIFF'S DEPARTMENT  
INTERNAL AFFAIRS  
520 9<sup>th</sup> Street, Suite 202  
SACRAMENTO, CA 95814  
TELEPHONE: (916) 874-5098
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**What happens next**

When a complaint is received by the Office of Internal Affairs, a thorough investigation will be conducted. Upon completion of the investigation, all findings are directed through divisional supervisors, along with their respective recommendations, to the Sheriff for his final decision.

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**Other contacts**

In all cases, the citizen making the complaint is informed of its final disposition to the extent allowed by the law. Although department investigators will exert every effort to determine the facts of each situation, in those instances where the citizen feels that a proper investigation has not been conducted, the Sheriff's Department urges that person to seek further recourse through any of the outside agencies listed below.

- SACRAMENTO COUNTY DISTRICT ATTORNEY'S OFFICE  
901 G STREET  
SACRAMENTO, CA 95814  
TELEPHONE: (916) 874-6218
  
  - CALIFORNIA DEPARTMENT OF JUSTICE  
4949 BROADWAY  
SACRAMENTO, CA 95820  
TELEPHONE: (916) 227-3244
  
  - FEDERAL BUREAU OF INVESTIGATION  
4500 ORANGE GROVE AVENUE  
Sacramento, CA 95841  
Telephone: (916) 481-9110
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