

**Kern County Sheriff's Office**  
**Citizen Complaint Procedure**  
**Sheriff's Policy & Procedure D-600 Attachment "A"**

The Kern County Sheriff's Office strives to maintain a relationship of trust and confidence with the community. In keeping with this goal, it is the policy of the department to diligently investigate all personnel complaints in a fair and impartial manner.

The preferred method of registering a complaint is to do so in person at the Personnel Division, 1350 Norris Road, Building A, Bakersfield, during regular business hours.

Realizing this is not always possible, complaint forms are available to the public at every Sheriff's station. The completed complaint form can be sealed in an envelope marked "Internal Affairs" and delivered to any office of the Kern County Sheriff's Office. Personnel complaint forms may also be obtained and returned through the mail or by calling (661) 391-7470.

When a complaint is received by this department, the Sheriff's Administration assigns it to an investigator. The investigation is monitored by the administration and reviewed by the Sheriff-Coroner or his designee. The complainant is notified by mail when the investigation is concluded. Be assured that if the investigation finds the employee to be culpable, appropriate disciplinary action is taken.

Personnel complaint forms may be obtained and filed at any office of the Kern County Sheriff's Office, or mailed to:

**Kern County Sheriff's Office**  
**Personnel Division/Internal Affairs Unit**  
**1350 Norris Road**  
**Bakersfield, CA 93308**

**For further information or complaint forms, please call (661) 391-7470.**

Investigation Due Date: \_\_\_\_\_

Office Use Only  
File # \_\_\_\_\_

### Kern County Sheriff's Office Personnel Complaint

Crime Report # \_\_\_\_\_

Complainant's Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: Home \_\_\_\_\_ Work: \_\_\_\_\_ Other: \_\_\_\_\_

Location of Occurrence: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Personnel: \_\_\_\_\_  
(Employee's Name, Badge or Car Number)

Nature of Complaint: \_\_\_\_\_

(Use additional sheets if necessary)

You have the right to make a complaint against a Sheriff's Office employee. California law requires this agency to have a procedure to investigate citizen complaints against peace officers. 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 of findings relating to complaints must be retained by this agency for at least five years.

**I have read and understood the above statement.**

\_\_\_\_\_ Date: \_\_\_\_\_  
Complainant's Signature

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

Copy Given To: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized: Yes \_\_\_\_\_ No \_\_\_\_\_ By: \_\_\_\_\_ Date: \_\_\_\_\_  
(Sheriff, Undersheriff, Chief Deputy)

Reviewed by Investigations Bureau Chief: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized For:	Adverse Comment:	Handle by Supervisor:	Handle by Supervisor:
<input type="checkbox"/> Pre-Investigation	<input type="checkbox"/> Not Sustained	<input type="checkbox"/> DOC	<input type="checkbox"/> Verbal Counselling
<input type="checkbox"/> PDSA	<input type="checkbox"/> Unfounded	<input type="checkbox"/> Written Reprimand	<input type="checkbox"/> At Supervisors Discretion
<input type="checkbox"/> Divisional IA	<input type="checkbox"/> Exonerated		And Clear As:
<input type="checkbox"/> IA Investigation		For Policy Violation:	<input type="checkbox"/> Not Sustained
<input type="checkbox"/> POBR Memo		<input type="checkbox"/> _____	<input type="checkbox"/> Unfounded
		<input type="checkbox"/> _____	<input type="checkbox"/> Exonerated
		<input type="checkbox"/> _____	
		<input type="checkbox"/> _____	
		<input type="checkbox"/> _____	

Subject Employee  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

