



## **CITIZEN COMPLAINT PROCEDURES**

The Stephenson County Sheriff's Office is committed to serving the public professionally and courteously. Furthermore, the Sheriff's Office wants to ensure that all citizens are treated fairly. All complaints are investigated in a thorough, timely, and impartial manner. The below outline is intended to help you understand the process of filing a complaint; if you have any additional questions about the process, please call our Administrative Offices at 815.235.8290; or send an email to: [stephensonsheriff@stephensoncountyil.gov](mailto:stephensonsheriff@stephensoncountyil.gov).

1. Complete a Stephenson County Sheriff's Office Citizen Complaint form. This form can be downloaded from <https://stephensonsheriff.com/documents>, or obtained at any of our offices. If you need a copy of the form emailed or mailed to you, please contact our Administrative Offices at 815.235.8290, or send an email to: [stephensonsheriff@stephensoncountyil.gov](mailto:stephensonsheriff@stephensoncountyil.gov).
2. Complete a Sworn Affidavit form and sign it in the presence of a Notary Public. This form can be downloaded from <https://stephensonsheriff.com/documents>, or obtained at any of our offices. If you need a copy of the form emailed or mailed to you, please contact our Administrative Offices at 815.235.8290, or send an email to: [stephensonsheriff@stephensoncountyil.gov](mailto:stephensonsheriff@stephensoncountyil.gov). Per Illinois State Statute, it is not a requirement of a person filing a complaint to complete a sworn affidavit or any other legal documentation. In the event that a you do not wish to complete a Sworn Affidavit form, your complaint will still be received and investigated.
3. Completed Citizen Complaint and Sworn Affidavit forms can be submitted in-person at any of our offices, emailed to: [stephensonsheriff@stephensoncountyil.gov](mailto:stephensonsheriff@stephensoncountyil.gov), faxed to 815.235.8306, or mailed to: Stephenson County Sheriff, 15 N. Galena Ave. – 3<sup>rd</sup> Floor, Freeport IL 61032.
4. When a Citizen Complaint form is received, a Complaint Receipt form is issued. This form may either be provided to you in-person, sent by email or USPS, or transmitted to you via facsimile transmission.
5. After your complaint has been reviewed by a member of the Sheriff's Office Command Staff, you will be contacted by the supervisor assigned to conduct the investigation. The supervisor assigned to conduct the investigation is responsible to keep you advised of the status at a minimum of every two (2) weeks. As part of the investigation, a more in-depth interview may be required of you.
6. The Stephenson County Sheriff's Office strives to complete all investigations within forty-five (45) days of receiving the complaint. Complaints more complex in nature may require additional time to complete the investigation.
7. You may withdraw your complaint by informing the assigned supervisor that you no longer wish to proceed. Additionally, your complaint may be withdrawn if you fail to complete the necessary complaint steps.
8. Within seven (7) days of the final disposition of the investigation you will receive a certified letter indicating the results of the investigation.

### **Stephenson County Sheriff's Office Locations:**

Administrative Offices – 15 N. Galena Ave. – 3<sup>rd</sup> Floor, Freeport IL 61032

Public Safety Building – 204 W. Exchange St., Freeport IL 61032

Jail – 1680 Singer Dr., Freeport IL 61032

