

Jefferson County Sheriff's Office

Office of the Sheriff
101 E. Barraque Street Suite 112
Pine Bluff, AR 71601
(870) 541-5351

Division Offices

Criminal Investigation Division
117 Main Street
Pine Bluff, AR 71601
(870) 541-5496

Patrol Division
113 Main Street
Pine Bluff, AR 71601
(870) 541-5376

Warrants/Service Division
101 E. Barraque Street Suite 112
Pine Bluff, AR 71601
(870) 541-5351

Transport Division
101 E. Barraque Street Suite 112
Pine Bluff, AR 71601
(870) 541-5351

Fugitive Apprehension Division
101 E. Barraque Street Suite 112
Pine Bluff, AR 71601
(870) 541-5351

Technical Service Division
117 Main Street
Pine Bluff, AR 71601
(870) 541-5496

Citizen Compliment & Complaint Form

We, the Jefferson County Sheriff's Office are committed to providing the highest quality of public service by empowering our members and the community to work in partnership with the goal of improving the quality of life within Jefferson County, while at the same time maintaining respect for individual rights and human dignity.

Our goal is to ensure that our employees are guided by the principles that every individual has infinite dignity and worth, and that we must show respect for the citizens we serve and for the men and women of the agency.

A citizen compliment or complaint, and its subsequent investigation, causes the Sheriff's Office to examine the service that we provide to our community and to make necessary improvements in the way we provide those services.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint.

For more information, refer to the inside of this brochure. If you have a complaint or you would like to compliment an employee, you can fill out the attached or enclosed form and either mail it or hand-deliver it off at the Jefferson County Sheriff's Office. Please call 870-541-5351 if you have any questions or need assistance filling out the form.

Complaints can be filed on actions by any Sheriff's Office employee.

Jefferson County Sheriff's Office

Citizen Compliment & Complaint Process

Internal Affairs Division



Jefferson County Sheriff's Office
Internal Affairs Division
101 E. Barraque Street Suite 112
Pine Bluff, AR 71601
870-541-1920



SHERIFF'S MESSAGE

Thank you for taking time to let us know how the Jefferson County Sheriff's Office can better improve the service we provide the community. Community policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or as complainants, but when problems arise it is our goal to resolve the issue quickly and courteously.

Sheriff Gerald Robinson

Compliments

How do I compliment a Sheriff's Office Employee?

Citizens wishing to compliment an employee should prepare a brief description of the employee's performance and mail it to the employee's commander listed on the back of this brochure.

What happens if I do not know where the employee is assigned?

In those instances where the employee's command is not known, the letter may be forwarded to the Office of the Sheriff.

What happens to the compliment?

Once the Sheriff's Office is in receipt of the compliment, a copy of the letter will be placed in the employee's personnel file. Depending on the circumstances surrounding the letter of compliment, the employee could be nominated for an inter-departmental letter of compliment or award.

Will I be notified that the Sheriff's Office has received my letter of compliment?

Yes. You will be notified via written correspondence from the Office of the Sheriff that the Sheriff's Office has received your letter.

Complaints

The primary function of the Internal Affairs Division is to investigate complaints made against both deputies and civilian members of the

Jefferson County Sheriff's Office. To ensure public trust and to maintain the integrity of the Jefferson County Sheriff's Office the Internal Affairs Division conducts immediate, thorough, objective and unbiased investigations of official misconduct. This procedure also allows us to ensure that various policy protocols are in the best interest of public service.

What does IAD do with the complaint?

The Commander of IAD will evaluate the severity of the complaint. Based on the nature of the complaint, it will be referred to the appropriate level for inquiry. Investigation of a minor rule violation that, if sustained, would not result in discipline will remain at the inquiry level.

Will I be contacted by IAD?

Yes. Following the receipt and assignment of the complaint, you will be contacted by an investigator. The investigator will then interview witnesses and complaint subjects.

How are cases reviewed for completeness?

All cases are reviewed by the Commander of the Internal Affairs Division for completeness.

How are cases evaluated?

Once a case has been investigated and reviewed it is given one of five classifications. The classifications given is known as the finding(s):

Unfounded:

Based on the facts of the investigation, the act(s) did not occur.

Exonerated:

Actions of the involved officer(s) were justified, lawful and proper.

Insufficient evidence:

There was not enough evidence to prove or disprove the allegation (s).

Sustained:

Sufficient evidence to prove the allegations of misconduct.

Not Sustained:

Insufficient evidence to clearly prove or disprove the complaint or incident.

When does the Sheriff's Office review cases?

Upon completion of all formal complaints filed by a citizen or administratively they are ultimately reviewed by either the Sheriff, Chief Deputy, or the Sheriff's designee.

How are the complainants and/or involved parties notified?

The complainant is notified via mail with the results and findings of the investigation. For inquiries, closure contact will be made via telephone.

Will my complaint impact on any charges previously placed against me by the Sheriff's Office?

No, criminal and traffic related charges must be resolved by the courts.

What happens at the conclusion of an investigation?

If the investigation fails to sustain any misconduct, you will receive a correspondence from the IAD Commander advising you of the disposition. If misconduct is established, the Sheriff or his designee will make a final disciplinary recommendation to the employee. If the employee accepts that recommendation the matter will be concluded. However, should the employee decline the offer the matter will follow established procedures, which make result in the employee filing an appeal to the Sheriff's final disciplinary recommendation to be filed by the employee within ten (10) days of being notified of any disciplinary actions against him or her.



CITIZEN COMPLAINT/COMPLIMENT FORM INSTRUCTIONS

PLEASE COMPLETE FORM AND RETURN BY MAIL TO:
**JEFFERSON COUNTY SHERIFF'S OFFICE ATTN:
INTERNAL AFFAIRS DIVISION
117 MAIN STREET
PINE BLUFF, ARKANSAS 71601**

- 1. Disregard any reporting fields relating to departmental personnel/members or department identification numbers.**
- 2. Please print or type your name, home address, and telephone number(s) in the field identified as "complainant".**
- 3. Print or type the names, home addresses and telephone number(s) in the fields identified as "complainant" witnesses.**
- 4. Document by print or typing a detail narrative of what occurred to initiate the complaint and be certain to include the date of the incident, precise location where the incident occurred, identifying information of the deputy or member of personnel such as patrol unit license number, badge number, and name.**
- 5. Print or type your name in the complaint affirmation section and provide your signature to the form below the affirmation section.**
- 6. Attach any supporting information or documents that you feel might assist the investigating officer of the JCSO Internal Affairs Division in this investigation.**
- 7. Lastly, upon completion of the complaint/compliment form please, be sure to provide your signature on the affirmation section in the presence of a notary, who should then affix their seal on page 4 of the citizen complaint/compliment form to certify the authenticity of the form.**



Name of Accepting Departmental Member: _____
 (Rank/First/MI/Last Name/Badge #)

Date: _____ Time: _____ AM PM

Date Received:	Assigned To:	Date:
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Type of Complaint: <input type="checkbox"/> A - Inter-Departmental <input type="checkbox"/> B - Citizen	Date Investigation Initiated:	Date Investigation Terminated:
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TO BE COMPLETED BY THE COMMANDING OFFICER

Commanding Officer's Determination / Recommendation: (Check One)

Substantiated <input type="checkbox"/>	Unfounded <input type="checkbox"/>	Inconclusive <input type="checkbox"/>	Specially Closed <input type="checkbox"/>
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Comments:

Signature of Commanding Officer:	Date Forwarded to Sheriff or designee:
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TO BE COMPLETED BY THE ADMINISTRATIVE STAFF

Date of Review:	Printed Rank & Name of Reviewing Officer:
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FINAL DISPOSITION (CHECK ONE)

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|--|--|--------------------------------------|
| <input type="checkbox"/> No Action Taken | <input type="checkbox"/> Transfer | <input type="checkbox"/> Termination |
| <input type="checkbox"/> Oral Reprimand / Counseling | <input type="checkbox"/> Suspended | <input type="checkbox"/> Other |
| <input type="checkbox"/> Letter of Reprimand | <input type="checkbox"/> Reduction in Grade/Rank | |

Comments/Final Recommendations

Reviewing Officer: _____ Date: _____
 (Rank/First/MI/Last Name/Badge #) (Mo/Day/Yr)