



SUBJECT: Customer Service Comment Report Policy	POLICY NO: 214.1-214.5
DISTRIBUTION: SHERIFF'S OFFICE	NO. PAGES: 2
EFFECTIVE DATE: December 14, 2022 REVISION DATE: December 14, 2027	
SPECIAL INSTRUCTIONS:	

214.1 PURPOSE

This Policy is designed to aid in the quality assurance of services provided by the Yuma County Sheriff's Office ("Office") and can be utilized by any member of this Office. The purpose of the form is to address comments/concerns or commendations expressed by the public concerning operations and the conduct of Office employees.

214.2 POLICY

All employees of the Yuma County Sheriff's Office will strive to resolve any issues brought to their attention by the public in person, by telephone, by email, or in writing, concerning the operations and conduct of Office employees.


214.3 DEFINITIONS

Complaint: A statement in regards to unsatisfactory performance by an employee or the office or another reason for dissatisfaction.

Commendation: A statement of praise towards an employee or the Office.

214.4 PROCEDURE


- A.** A Customer Complaint or Commendation can be completed in person, in writing, via email or over the telephone.
 1. Any employee may receive a Complaint or Commendation that shall be documented on a Customer Service Comment Report (CSCR).
 2. The CSCR shall be forwarded to the Office of Professional Responsibility (OPR) to be logged into the Customer Service Comment Report Log.
 3. The OPR Investigator will then contact the Bureau Commander and ascertain the name of the Bureau supervisor responsible for investigating and completing the assigned case.

Approved By: 
Date: December 14, 2022

4. If the report reflects a commendation of services, the OPR Investigator will forward the report to the supervisor of the employee for entry in the commendation section of the employee's P.P.R. file.
5. If the report reflects a concern regarding the actions of an employee, the supervisor assigned to the case shall contact the complainant and inform them that the report has been received and is being processed.
6. Upon completion of the initial investigation, the supervisor will return the findings of the incident and all developed information to the Bureau Lieutenant with recommendations.
7. When the investigation is complete, the Bureau Lieutenant or their designee will make contact with the complainant, by telephone or in writing, to advise that their concerns were investigated and the appropriate action was taken.
8. Should the initial investigation include findings of policy and procedure violations, the supervisor will recommend whether the investigation to be conducted should be an Administrative Investigation (A.I.) or Notice of Deficiency. The entire packet will then be forwarded to the OPR Investigator for entry into the Customer Service Comment Report Log.
 - a. Should the initial investigation conducted by the supervisor of the employee reveal no Office policy or procedure violations regarding the employee's conduct, the initial investigation and its findings will then be returned to the Bureau Lieutenant. The Bureau Lieutenant will then forward the report to the Bureau Commander who will approve the findings or return the file to the Bureau Lieutenant with instructions. The file will then be forwarded to the OPR Investigator.
9. In all cases, the involved employee will be notified of the receipt of any service reports as soon as practical. The employee shall then be kept advised of the initial investigation and recommendations by the responsible supervisor.

214.5 AMENDMENT:

This policy is subject to amendment, revision, or rescission, as required.

Approved by: 
Leon N. Wilmot, Sheriff
Date: December 14, 2022