



## Yuma County Sheriff's Office

<b>Subject: CUSTOMER SERVICE GUARANTEE PROGRAM</b>	<b>POLICY NO: 503.1- 503.5</b>
<b>DISTRIBUTION: Patrol; Detention; and Administration</b>	<b>NO. PAGES: 2</b>
<b>EFFECTIVE DATE: October 4, 2021</b> <b>REVISION DATE: October 4, 2026</b>	
<b>SPECIAL INSTRUCTIONS: None</b>	

### 503.1 **PURPOSE:**

The purpose of this Policy is to provide guidelines for a Customer Service Guarantee Program for the Administration Bureau of the Yuma County Sheriff's Office.

### 503.2 **POLICY:**

The Administration Bureau of the Yuma County Sheriff's Office shall maintain a Customer Service Guarantee Program.

### 503.3 **DEFINITIONS:** None.

### 503.4 **PROCEDURE:**

#### A. **Civil Division:**

##### 1. **Fingerprinting:**

- a. If the Civil Division is unable to provide fingerprints during the established hours assigned for that task, due to lack of staff or other resources, the service will be provided to the customer at a future scheduled time, at no cost to the customer.
- b. A form will be provided to the customer indicating the return date and time and the reason the fingerprints were not done initially, i.e., lack of staff. The form will be signed by the employee scheduling the appointment and the words "No Charge for Fingerprints" will be written on the top of the form.
- c. When the form is redeemed, it will be turned into a Civil Supervisor. The form will serve as documentation as to the level of customer service being provided by the Civil Division.

##### 2. **Re-Printing:**

- a. Upon a customer's return for re-printing during established hours, first priority shall be assigned to that task. The customer will not be rescheduled for another date.

Approved:   
Leon N. Wilmot, Sheriff

Date: October 4, 2021

3. Orders of Protection:

- a. There will be no charge for requests to serve Orders of Protection.

B. Records Division:

1. Reports to Victims:

- a. Requests for reports from victims will be provided at no charge to the victim.

2. Report Requests:

- a. The Records Division will not charge for any report that is not provided within established timeframes from date of request, if the report is in Records at the time of the request.

**503.5 AMENDMENT:**

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

Approved:   
Leon N. Wilmot, Sheriff

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