

# **COMPLAINT FORM**

Mutual trust, cooperation and respect between members of the Sheriff's Office and the people we protect is essential for effective law enforcement service. Anyone we interact with should be treated professionally, fairly and courteously. Likewise, our deputies and civilian staff need to be able to carry out their duties in a reasonable, lawful and impartial manner without abuse or fear of retaliation.

Our hope is that any experience you have with our agency representatives will be a positive one, but we recognize that since we're human we won't always get it right. That's why we welcome constructive criticism and valid complaints about how we handled any given situation. My office, in compliance with California Penal Code Section 832.5, is committed to investigating complaints about our personnel from members of our community. You can learn more about our complaint investigation process by visiting [www.sbsheriff.org](http://www.sbsheriff.org).

Sincerely,

**BILL BROWN**

Sheriff-Coroner  
Santa Barbara County

## **HOW DO I MAKE A COMPLAINT?**

In order for this complaint to be processed, this completed form should be mailed or brought to the Santa Barbara County Sheriff's Office. You can also file a complaint online at [sbsheriff.org](http://sbsheriff.org).

## **HOW MUCH TIME DO I HAVE TO FILE A COMPLAINT?**

There is no deadline to file a complaint. However, a complaint should be made as soon as possible after the incident as is practical. Facts are better ascertained when the incident is reported promptly.

## **WHAT IF I HAVE QUESTIONS?**

Contact the Professional Standards Unit sergeant at (805) 681-4292.

## **CAN I MAKE AN ANONYMOUS COMPLAINT?**

Yes. Anonymous complaints are accepted, but may not be investigated if there is insufficient information to conduct an investigation without the aid of the person complaining.

## **WILL I BE CONTACTED BY AN INVESTIGATOR?**

You will receive written confirmation acknowledging your complaint within 10 days of our receipt. Every complaint is reviewed by Executive Staff of the Sheriff's Office. Once a written complaint is submitted, you may be contacted by an investigator to obtain a verbal statement.

## **WHAT IF I AM UNDER THE AGE OF 18?**

A person under 18 years of age may make a complaint with the knowledge, approval and signature of a parent or legal guardian. A responsible adult can also complete this form on the minor's behalf.

## **WHAT IS RACIAL PROFILING?**

Racial or identity profiling is the consideration of, or reliance on, to any degree, actual or perceived race, color, ethnicity, national origin, age, religion, gender identity or expression, sexual orientation, or mental or physical disability in deciding which persons to subject to a stop or in deciding upon the scope or substance of law enforcement activities following a stop, except that an officer may consider or rely on characteristics listed in a specific suspect description.

## **NOTIFICATION OF DISPOSITION**

At the conclusion of the investigation, we will notify you of the disposition of your complaint, which will be one of the following:

**SUSTAINED** – The investigation determined that there is a sufficient amount of evidence to show that the allegation(s) occurred as alleged in the complaint.

**NOT SUSTAINED** – The investigation was unable to uncover sufficient evidence that the allegations clearly did or did not occur as alleged.

**EXONERATED** – The investigation determined that the allegations in the complaint did occur, but that the actions were lawful, justified and proper under the circumstances.

**UNFOUNDED** – The investigation determined that the alleged act(s) clearly did not occur or did not involve Sheriff's Office personnel.



SHERIFF'S OFFICE  
COUNTY OF SANTA BARBARA  
4434 CALLE REAL  
SANTA BARBARA, CA 93110



SHERIFF'S OFFICE  
COUNTY OF SANTA BARBARA  
ATTN: PROFESSIONAL STANDARDS UNIT  
4434 CALLE REAL  
SANTA BARBARA, CA 93110

