



## **Initiating a Complaint or Complimentary Report**

Any citizen may initiate a complaint or compliment on a Sheriff's Office member. You may fill out and submit the included Citizen Report Form or telephone a duty supervisor. Supervisors may be contacted at the **Weber County Sheriff's Office at 721 W. 12th St. Ogden, Utah 84404**, or through the Weber Area Consolidated Dispatch Center at **629-8221**. Complaints or compliments may be reported regarding any member of the sheriff's office including all sworn and non sworn members.

You may also contact the Internal Affairs Section directly by calling **778-6645**.

You will be asked to complete a written statement outlining the details of your complaint or compliment.

### **CAUTION**

**Though citizens are encouraged to report concerns, the Sheriff's Office cautions not to falsely or maliciously accuse Sheriff's Office members. False complaints can adversely affect a member and this office and erode the quality of public service provided. Your kind consideration is appreciated.**

### **Types of Complaints**

The Sheriff's Office defines the categories of complaints as:

**Minor Complaint:** A complaint which deals with a member's attitude or demeanor.

**Major complaint:** Complaint of a serious nature which may involve the use of force, criminal conduct, false arrest or any other serious matter.

**Service Complaint:** Complaints regarding the level of service delivered. These complaints may involve failure to respond to a call for service, or a member's failure to make a report.

**Confidential Complaint:** Due to the nature of these complaints they will be investigated accordingly. The utmost effort will be given to maintain the confidentiality when possible. Complaints can be made anonymously. Anonymous complaints are more difficult to investigate and are not always as thorough as a complaint by a known person.

### **Investigative Process**

First you submit your complaint. We will then contact you by mail or telephone within ten (10) working days to let you know that we have received and recorded your complaint. It is the Weber County Sheriff's Office policy that all complaints be investigated within (30) days of receipt. This time line may be extended if necessary to thoroughly conduct the investigation. You should be contacted at least monthly until the investigation is completed. Once the investigation is completed, we will contact you regarding the determination of the complaint. We will make every effort to keep you informed but you are always welcome to contact us.

When a complaint of a minor nature is received, it will be referred to the member's immediate supervisor to conduct the investigation. The investigation may involve all parties or witnesses to the allegation being contacted and interviewed. Following completion of the investigation, the supervisor will forward the report to the Internal Affairs Section via the chain of command.

Major complaint investigations will be conducted by the Internal Affairs investigators. Complaints of a criminal nature will necessitate a criminal investigation, independent of the internal investigation. Investigations completed by, or referred to, the Internal Affairs Unit will be forwarded to the Sheriff.

Service complaint investigations may be assigned to supervisory personnel or the Internal Affairs Unit.

Anonymous or confidential complaints will be investigated in the same manner as the above three

categories depending on which category would be applicable.

### **NOTICE**

**This brochure and form are an official police report form. To deliberately make false or misleading statements on this form, or to any officer or deputy investigating the information submitted in this report, whether those statements are written or verbal, may be guilty of a criminal offense under Utah law U.C.A. 76-8-504 (Giving False Information) and/or U.C.A. 76-8-606 (Making a False Report)**

Questions and Inquiries can be made by mail, phone call, or e-mail to:

**Sheriff Terry Thompson  
721 West 12<sup>th</sup> Street  
Ogden, Utah, 84404**

**Phone: (801) 778-6660  
e-mail: [tthompson@co.weber.ut.us](mailto:tthompson@co.weber.ut.us)**

Please visit our web site at [www.webercountyutah.gov/sheriff](http://www.webercountyutah.gov/sheriff) for more information concerning the Weber County Sheriff's Office.