



Does the El Paso County Sheriff's Office want to hear my complaints?

Yes.

The Sheriff welcomes your information or complaints about an employee. We are committed to investigating promptly all complaints of misconduct by Office employees.

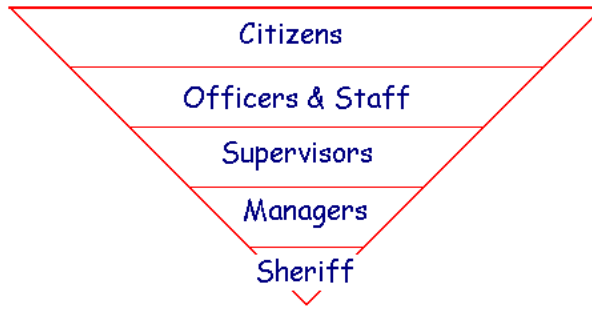
Are my complaints taken seriously by the Sheriff's Office?

Yes.

Citizen's complaints are taken very seriously by the Sheriff's Office. It is the obligation of this Office to treat citizen complaints seriously and to accord any person making a complaint a courteous and professional response.

Integrity is not just something we talk about. It is what we expect of every employee.

We are working for you!



Let us hear from you if you feel we are not performing our duties appropriately.

We, the employees of the El Paso County Sheriff's Office, thank you for your interest, concern, and cooperation.

Accredited for Excellence



Revised 02-08 se

El Paso County Sheriff's Office



How to Submit a Citizen's Complaint

Questions and Answers

3850 Justice Drive
El Paso, Texas 79938

915/538-2217
www.epcounty.com/sheriff

We Serve with Pride



Does Internal Affairs ever investigate citizens' complaints?

Yes. Complaints are investigated thoroughly, and appropriate corrective action is taken when necessary.

Who can submit a complaint?

Any person(s) who was directly affected by the employee's alleged misconduct may submit a complaint against any employee(s) of the Office.

When can I submit a complaint?

A complaint about a policy or procedural offense by an employee should be reported within six (6) months of the occurrence.

A complaint possibly criminal will be assigned to the appropriate Division for investigation.

How do I submit a complaint against a Sheriff's Office employee?

(See *Important Information*)

1. Obtain and write down the name and identification number of the Office employee.

2. Obtain and write down the name of the immediate supervisor of the employee.

Call the employee's immediate supervisor as soon as possible and explain the situation. The supervisor will try to resolve the situation immediately.

What if the supervisor cannot resolve the problem?

Call for an appointment at (915) 538-2211 or appear in person at the Internal Affairs Office located at 3850 Justice Drive, El Paso, Texas. You will be asked to complete a sworn affidavit. The office is open Monday through Friday, 8:00 a.m. to 5:00 p.m.

How do I know Internal Affairs has processed my complaint?

Internal Affairs will notify you in writing to acknowledge that your complaint was received and will properly address your concerns with your help.

When will my complaint be investigated?

Internal Affairs complaints are promptly investigated and completed as soon as possible.

The El Paso County Sheriff's Office is committed to resolving all complaints quickly so that we may provide the best possible law enforcement service to the El Paso Community.

How do I know when the case is resolved?

Internal Affairs will inform you about the final results of the investigation.

Important Information

To give to our Office:

1. Employee Name & ID

2. Employee's Immediate Supervisor

Supervisor's Phone Number

Call for an appointment

915/538-2211

come In

3850 Justice Drive
Internal Affairs Office

and Complete

a sworn affidavit