



MADISON COUNTY SHERIFF'S OFFICE

PERSONNEL COMPLAINT PROCEDURE

It is the policy of the Madison County Sheriff's Office to investigate all complaints made against the department or its personnel, thoroughly, completely and impartially. A proper relationship between the department and the citizens we serve, fostered by trust and confidence, is essential to effective law enforcement efforts.

The Madison County Sheriff's Office complaint process has been developed to ensure this proper relationship provides people with a fair and effective method to address legitimate complaints against Sheriff's Office personnel and to protect deputies and employees from false charges of misconduct or wrongdoing.

The Sheriff's office would prefer you speak with a supervisor when you file a complaint. We do this to ensure that we obtain all the necessary information that we will need to fully and impartially investigate your complaint, as well as expedite the resolution of any complaints.

If you do not want to speak with a supervisor, you are able to file a complaint against an employee or deputy by fully and accurately completing the attached complaint form. We ask that you print neatly or type the form if possible. An electronic version of this form is available online at www.madisoncountysheriffal.org if you prefer to utilize that format.

If you need help with the complaint form, which is attached, you can call a Professional Standards and Ethics Investigator at 256-533-8821. The investigator will assist you with any questions you may have. When you completed the complaint form, you can return it to the Sheriff's Office in any of the following ways:

- Drop it off at the Sheriff's Office front desk sealed in the attached envelope; 715-A Wheeler Ave. Huntsville, AL 35801
- Give it to any Madison County Sheriff's Office deputy or employee sealed in the attached envelope;
- Mail it to the Sheriff's Office in the attached envelope; 100 N. Side Square Hsv, AL 35801
- Email it to the Sheriff's office at chief@madisoncountyal.gov

The Sheriff's Office will assign your complaint to a supervisor to investigate. The supervisor will contact you and send you a receipt of your complaint. You can contact that supervisor any time to follow the progress of your complaint. The Sheriff's Office will send you a letter notifying you of the conclusion of the investigation and any action taken.

It certainly is unfortunate that you had the occasion to be less satisfied with a member of our department, and we certainly hope that all future contacts with members of our department are positive ones.



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PERSONNEL COMPLAINT REPORT RECEIPT

On _____, (Name) _____ filed a complaint with the Madison County Sheriff's Office concerning the conduct of _____. This was in reference to an incident which occurred on _____ and was documented in report/citation number _____. This form acknowledges receipt of the complaint. You should be aware of the following:

1. The Madison County Sheriff's Office investigates all complaints in an impartial manner.
2. The Sheriff's Office will investigate this allegation as an administrative matter (violation of Agency policy) unless there is evidence that a crime was committed.
3. In administrative investigations, the burden of proof is "preponderance of the evidence."
4. Sworn statements may have to be taken from me or other persons who might be witnesses.
5. I will be notified of the status of my complaint during the course of the investigation and at the conclusion.
6. The accused Deputy or employee has rights that the agency cannot violate during the investigation.
7. I have received a copy of the completed initial Personnel Complaint Report.
8. If I have any further questions, I can call and speak with the supervisor listed herein.

Signature of person filing complaint (when feasible)

Date

Supervisor receiving complaint:

Printed name: _____

Signature: _____

We will provide you a copy of this form and your complaint.

