

Jefferson County Sheriff's Office

Citizen's Guide to Making Inquiries, Commendations, and Complaints



Sheriff David L. Marshak
P.O. Box 100 Hillsboro, MO 63050
(636) 797-5000
www.jcsd.org

"Serving Our Community Since 1818"

Commending Exceptional Performance:

The best way to commend the action a Jefferson County Sheriff's Office employee is to write a brief letter (or email) describing the incident and the actions you think were exceptional. Information such as the date, time, and location will help identify the officer if you do not know his/her name. If you choose not to write, you may ask to speak with the officer's supervisor and make a verbal commendation.

Commendations received by Sheriff Marshak are forwarded to the employee, their supervisor and a copy is placed in their personnel file. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated.

Making an Inquiry or Complaint:

An inquiry or complaint may be made at any time. Additionally, complaints should be made within a reasonable time after the alleged misconduct occurred to help ensure evidence is still available and recollections of the incident fresh.

To register a complaint, contact the Professional Standards Unit Supervisor at (636) 797-5535 or (636) 797-5537.

If you choose to download the Citizen Complaint Form(JCSO-034), [click here](#), complete all necessary information and mail to:

Jefferson County Sheriff's Office
Attention - Professional Standards Unit Supervisor
P.O. Box 100
Hillsboro, MO 63050

If you would rather email your complaint back, send to the following email address:

rbeattie@jeffcomo.org

All complaints must be signed by the complainant.

The complaint review process is not intended to resolve issues surrounding traffic citations or arrests for which criminal charges have been issued; such matters are to be resolved through the court system.

Complaint Review Policy:

To ensure the integrity of the Sheriff's Office and to maintain the confidence of the public, all complaints against the Sheriff's Office or its employees will be thoroughly investigated.

How Complaints will be Investigated:

Minor Allegations - Allegations that a Sheriff's Office employee was overbearing or failed to perform his or her duty to the satisfaction of the citizen will normally be investigated by the employee's supervisor.

Serious Allegations - Allegations that a Sheriff's Office employee exercised unnecessary force, was derelict or neglectful of his or her duty, engaged in oppressive conduct, or violated Federal, State, or local law will be investigated by the Professional Standards Unit.

The Complaint Review Process:

The Sheriff's Office will make every effort to investigate complaints of misconduct. Complaints submitted by persons unwilling to cooperate in an investigation will be fully investigated possible. Complainants who cooperate in an investigation will be notified of the result of their investigation and are invited to periodically contact the Professional Standards Unit to determine the status of their complaint.

Witnesses named by the complainant will be interviewed regarding the incident and their statements recorded. The involved employee(s) will be interviewed, as well as any additional witnesses discovered, and their statements will be recorded. If a criminal law violation is alleged, and there is sufficient evidence to support the allegation, a parallel criminal investigation will be conducted by the Sheriff's Office Detective Bureau.

All complaints will be investigated to the extent allowed by available information. It is intended that most investigations will be concluded within 30-days, but more complex issues may require a lengthier time frame. Complainants will be notified, in writing, that the investigation has been concluded, and with the final results.

The Sheriff's Office fully accepts its responsibility to investigate all legitimate, factual complaints against its employees. It cannot, however, preclude its employees from seeking redress through the civil courts to allegations which the citizen knows to be false, malicious, or contrived. Sheriff's Office employees, like all citizens, have the right to legal recourse through the judicial system.

Complaint Classifications:

At the conclusion of an internal investigation, the investigator will recommend one of the following classifications.

Exonerated:

The incident occurred but the employee's actions were lawful and proper.

Unfounded:

The allegation is false, or the incident did not occur.

Not Sustained:

The evidence is insufficient to prove or disprove the allegation.

Sustained:

The evidence is sufficient to support the allegation. The officer's actions may warrant discipline. Employees against whom a complaint has been sustained are subject to internal discipline. Depending upon the seriousness of the misconduct, sanctions ranging from a oral reprimand to termination of employment may be imposed.

Mission Statement

We, the members of the Jefferson County Sheriff's Office dedicated to taking pride in what we do, will demonstrate professionalism by our actions, appearance, and communication. Our commitment is to identify and apprehend criminals and investigate crimes with diligence and persistence, with consistency and fairness to all people regardless of station or position. We will exhibit integrity by being above reproach personally, as well as professionally and demonstrating leadership through good life and work habits. By acquiring knowledge through the sharing of ideas, we pledge to perform our duties to the highest standards., to promote a safe, secure, and peaceful environment for the citizens of Jefferson County to live, work, and raise their families.