



Nassau County Sheriff's Office

Sheriff Bill Leeper

Employee Compliment - Complaint Form

Dear Concerned Citizen,

Thank you for taking the time to inform us of a situation that you believe deserves our attention. We encourage both positive and negative citizen feedback to assist us in our goal of providing the best law enforcement service possible to the citizens of our community. The attached form is used to collect this type of information.

Compliments

Should you wish to compliment an employee who has provided you with outstanding service, please document the incident as completely as possible on the attached form. Return it in person or by mail to the Nassau County Sheriff's Office (NCSO). The form will be forwarded to the member's supervisor for review and appropriate action.

Complaints

If you have a complaint of misconduct involving a NCSO employee, please complete the attached form. After completing the form please place it in the attached envelope and seal it. Return the sealed envelope to the NCSO Human Resources Department. The form can also be mailed in to the Internal Affairs Office (NCSO, Attn: Internal Affairs, 77151 Citizens Circle, Yulee, FL 32097). The most appropriate person to file a complaint is the person experiencing or witnessing alleged misconduct rather than uninvolved third parties. We will need the cooperation of the involved citizen to ensure a successful investigation. However, parents or guardians should feel free to make complaints on behalf of their minor children.

What is expected of me when my formal complaint is being investigated?

Your cooperation will be needed throughout the investigative process. You will be required to meet with the investigator and provide a sworn and recorded statement under oath. In addition, your cooperation may be required in signing a medical release (if your case involves an alleged injury), providing witness information, or otherwise cooperating with the investigator.

What should I expect once my complaint is filed?

The investigator will use the information you provide to conduct an initial inquiry into your complaint. This can take anywhere from a few days to a few weeks depending on the allegations in the complaint. You will then be notified of the results of the inquiry, and informed of the results, including notification if the complaint is to be formally investigated by the Internal Affairs Unit.

What should I expect from NCSO if my complaint is formally investigated?

You can expect a fair, thorough and impartial investigation, if your complaint involves misconduct that is deemed by Internal Affairs to warrant a formal investigation. Finding the unbiased truth will be the goal of any internal investigation that is completed by this agency. You will be notified of the results once the investigation is concluded.

1. Please fill out the complete form.
2. After completion please seal it in the attached envelope.
3. Hand deliver the envelope to the Human Resources Department, or mail to the Internal Affairs Office.



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EMPLOYEE COMPLIMENT - COMPLAINT FORM

Nature of Incident/Event:	Complaint # (Assigned by Internal Affairs)
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Sheriff's Office Employee Information

Citizen Information

Employee's Name and ID# (if known)					Citizen's Name (First, MI, Last)		
Race	Sex	Height	Weight	Age	Home Address		
Other Identifying Characteristics					City	State	Zip Code
Vehicle or Tag #	Vehicle Model		In Uniform		Race	Sex	DOB
Employee Vehicle Description (marked/unmarked)					Home No.	Business No.	Cell No.
Location of Incident/Event					Name of Witness		
Date of Incident/Event				Time	Witness Address (City, State, Zip Code)		
Today's Date & Time					Witness Phone Number(s)		
Explanation of incident/event, listing additional witness and employees. List names, address and phone number of all additional parties.							

