

How to file a **COMMENDATION** *or* **COMPLAINT**

THE PROFESSIONAL RESPONSIBILITY BUREAU

Confidence and trust between the Collier County Sheriff's Office and the people of Collier County is essential for effective law enforcement. The public has the right to expect efficient, fair and impartial treatment.

The Professional Responsibility Bureau (PRB) performs duties to ensure that all members of the Sheriff's Office maintain the highest standards of conduct.

The bureau handles all compliments and complaints regarding Sheriff's Office members. Those members who are reported to have gone above and beyond or perform outstanding service are formally recognized. We encourage the public to file a commendation when a CCSO member has made a positive impression.

Complaints are investigated in a thorough, timely and impartial manner. The complaint system and disciplinary procedures not only subject agency members to corrective action following any improper conduct, they also protect members from undeserved criticism when they properly and lawfully perform their duty.

COMPLIMENTING A MEMBER OF THE SHERIFF'S OFFICE

Everyone appreciates being thanked for a job well done. When you have the opportunity to inform the Sheriff that a CCSO member has impressed you, please do so. When you take a few minutes to recognize the performance of a deputy that person will be considered for a commendation. Letters are encouraged and become a part of the deputy's personnel file.



COMPLAINT PROCEDURES

There are a variety of methods available for an individual to file a complaint. The complainant may contact the Collier County Sheriff's Office main office, any substation or speak to a deputy to report concerns. An individual making a complaint has the option of allowing a supervisor to address a minor issue or complete an Allegation of Member Misconduct form. Complainants may obtain an allegation form through the Sheriff's Office website at www.colliersheriff.org. Once on the site click on the How Do I? tab. Scroll down to Commend a Deputy or Make a Complaint About a Deputy. Download and print the form. The form should be completed and returned to PRB.

Additionally, complaints may be filed via e-mail at prb@colliersheriff.org. Should the complainant prefer to remain anonymous, he or she may contact PRB at 239-252-0920 regarding their concerns. The complainant will receive a verification letter of acknowledgement from PRB. Until the investigation is complete and the Sheriff or his designee renders a finding the facts of the investigation are confidential per Florida State Statute 112. When the case is closed, PRB will advise the complainant in writing of the outcome of the investigation.

To file a commendation or make a complaint contact:

Collier County Sheriff's Office
Professional Responsibility Bureau
prb@colliersheriff.org
239-252-0920

A Message from the Sheriff Kevin Rambosk

The Collier County Sheriff's Office is a professional law enforcement organization dedicated to serving our community. We appreciate your feedback. When you commend a member of this agency it helps us to properly acknowledge a job well done. If you have a complaint about a deputy we want to hear that as well. We always want to know how we can serve our community better.



Collier County Sheriff's Office
SHERIFF KEVIN RAMBOSK
EMERGENCY 911 NON Emergency 252-9300
www.colliersheriff.org



Commission on Accreditation for Law Enforcement Agencies