

Santa Clara County Office of the Sheriff

Internal Affairs Division

The Santa Clara County Sheriff's Office is responsible for protecting the lives of the citizens of Santa Clara County. Our deputies are highly trained and educated. They serve with professional pride, and they want you, the public, to share the pride.

The deputies assigned to Field Operations respond to more than 177,751 calls for service annually. Deputies serve as arbitrators in thousands of cases when they are asked to resolve differences between individuals or groups. Many times the decisions made by the deputies will restrict the freedom and liberty of these persons. Often these decisions materially affect the course of people's lives.

We fully realize that our involvement in these complex and often emotionally charged situations may not always result in a level of performance you, the public, have grown to expect. For this reason, the Sheriff's Office has a well-defined procedure for assisting people who wish to voice their grievances against our operations, policies, or employee conduct.

All investigations are thorough and objective and are aimed at maintaining public confidence and departmental Integrity. The goal is neither to condemn nor to exonerate, but rather to identify and evaluate all the facts surrounding the incident in question.

Effect on Criminal Prosecution: The investigation within the Sheriff's Office of the conduct of its' officers and the District Attorney's prosecution of a criminal case are two entirely separate matters. If a person arrested by the Sheriff's Office files a public complaint against those officers, such actions will in no manner affect the prosecutor's independent decision to proceed with the criminal action.

Complaint Obligation: A mandatory requirement in the making of a personal complaint against an officer is that it be made as accurately and honestly as possible.

Procedure: Every person has the right to lodge a complaint against either the Sheriff's Office or any individual member employed by the department. Complaint forms are available at all Sheriff's Office facilities. While personal contact is desirable, initial complaints may be made by telephone, letter, or the Internet. The attached form should be completed and returned to the Internal Affairs Unit.

When a complaint is received, it is forwarded to the office of Internal Affairs Investigations. A thorough investigation will be conducted. Upon completion of the investigation, all findings are directed through divisional supervisors, along with their respective recommendations, to the Sheriff for her final decision.

In all cases the person making the complaint is informed of its final disposition to the extent allowed by the law. Although department investigators will exert every effort to uncover the truth of such situations, in those instances where the complainant feels that a proper investigation has not been conducted, the Sheriff's Office urges that person to seek further recourse through any of the outside agencies listed below.

Santa Clara County Sheriff's Office

55 W. Younger Avenue
San Jose, CA 95110
(408) 808-4930
<https://www.sccgov.org/sites/sheriff/Pages/sheriff.aspx>

Equal Opportunity Department

2310 North First Street, Suite 101
San Jose, CA 95131 (408) 993-4840
https://www.sccgov.org/sites/esa/departments_and_programs/equal_opportunity/Pages/eod.aspx

Santa Clara County Human Relations Commission

2310 North First Street, Suite 100
San Jose, CA 95131 (408) 993-4100
<https://www.sccgov.org/sites/ohr/human%20relations%20commission/Pages/default.aspx>

Santa Clara County District Attorney's Office

70 W. Hedding Street
San Jose, CA 95110
(408) 299-7400
<https://www.sccgov.org/sites/da/Pages/DA-office-site-home-page.aspx>

Federal Bureau of Investigations

2479 E Bayshore Rd #820
Palo Alto, CA 94303
(650) 251-9520
<https://www.fbi.gov/>

Santa Clara Valley Chapter of the Americans Civil Liberties Union

P.O. Box 5303
San Jose CA 95150
408-462-2581
<https://www.aclu.org/>

California Department of Justice

P.O. Box 944255
Sacramento, CA 94244
(916) 322-3360
<https://oag.ca.gov/contact>

U.S. Equal Employment Opportunity Commission

96 N. Third St., Suite 250
San Jose, CA 95112
1-800-669-4000
<https://www.eeoc.gov/>

See Phone Directory for Attorneys

PROFESSIONAL CONDUCT COMPLAINT FORM

Date Complaint Received: _____ Date of Incident: _____

Time Complaint Received: _____ Time of Incident: _____

Location of Incident: _____

INVOLVED EMPLOYEE(S):

1. _____ Badge #: _____

2. _____ Badge #: _____

COMPLAINANT:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Alternate Phone: _____

WITNESS:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Alternate Phone: _____

STATEMENT/DETAILS: (Provide brief overview of Incident)
