



## IOLERO OUTREACH

We would like to let you know what we do and how to utilize our complaint process. For more information on the agency or to arrange a staff presentation please contact us at 707-565-1534.

## YOUR COMPLAINT MAKES A DIFFERENCE

You are the starting point for civilian review of law enforcement. We rely upon you to bring attention to problems with deputies and department policies. We understand that you may feel strongly about your encounter with the Sheriff's Office or a member of their staff, or you would not have taken the trouble to register a complaint.

Your complaint will be kept confidential, help guide policy recommendations and identify trends in the Sheriff's Office.



**Text IOLERO to 22828  
if you would like to join our email list.**

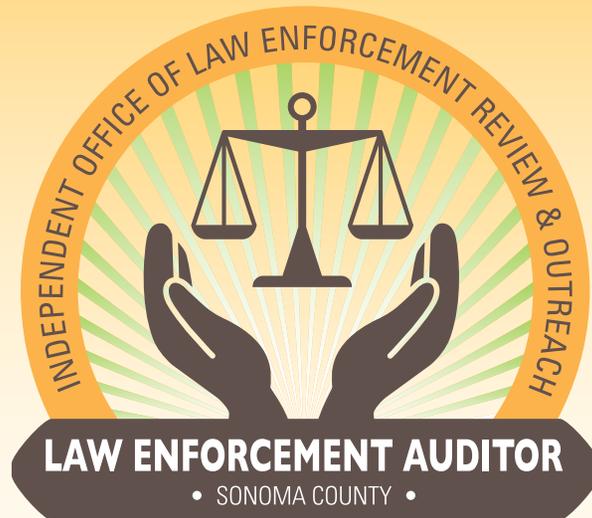
## WHO WE ARE

The Independent Office of Law Enforcement Review & Outreach (IOLERO) accepts, monitors, and audits complaints against the Sonoma County Sheriff's Office for alleged misconduct.

The office was established by the Sonoma County Board of Supervisor on September 15, 2015, began operating on April 11, 2016, and reports directly to the Board. IOLERO is an independent agency, separate from the Sheriff's Office.

## OUR MISSION

To provide **independent review** of and instill confidence in the complaint process through objective review of administrative misconduct investigations; to conduct **outreach** to Sonoma County communities; to propose thoughtful **policy recommendations** to the Sheriff's Office; and to **strengthen the relationship** between the Sonoma County Sheriff's Office and the communities it serves.



## The Independent Office of Law Enforcement Review and Outreach (IOLERO)

707-565-1534 707-565-5715 (fax)  
2300 A County Center Drive, Suite A211  
Santa Rosa, CA 95403  
Office Hours 8am-5pm, Monday-Friday

[www.sonomacounty.ca.gov/IOLERO](http://www.sonomacounty.ca.gov/IOLERO)  
[Law.Enforcement.Auditor@sonoma-county.org](mailto:Law.Enforcement.Auditor@sonoma-county.org)  
[www.facebook.com/IOLERO](http://www.facebook.com/IOLERO)



## HOW TO FILE A COMPLAINT

The most effective way to file a complaint is to schedule an appointment and come into the IOLERO office. This will allow staff to personally interview you and to document relevant evidence. Other ways to file a complaint are:

- **Call IOLERO.** Complaints may be filed over the phone.
- **Complete and return the complaint form by mail or email.** Complaint forms can be downloaded from our website or IOLERO will mail a form upon request.
- **Send us a letter detailing the incident.** Please be sure to include your address and phone numbers so we may contact you for additional information, if necessary.
- **Contact the Sheriff's Office.** Depending on the nature of your complaint, a copy may automatically be sent to IOLERO; however, if you want to ensure that IOLERO monitors the investigation please submit your complaint by one of the methods described above.
- **At the Sonoma and Windsor Police Departments.** The Sheriff's Office contracts with the cities of Sonoma & Windsor for police services, and our office can help if you have a complaint against either of these departments.

When you file your complaint you should receive a copy, regardless of how or where it is filed.



## Why should you file a complaint with IOLERO?

IOLERO is independent of the Sonoma Sheriff's Office and is staffed by civilian auditors who work to ensure that all complaints receive a fair, objective, and timely investigation. If sustained, a complaint may result in discipline against a deputy, including possibly dismissal in serious cases. Filing a complaint **DOES NOT SATISFY** statutory requirements for initiating a lawsuit against the county. That is a separate process.

## Who can file a complaint?

A complaint may be filed by any individual directly affected by alleged misconduct (including witnesses). You do not need to be a resident of Sonoma County nor a U.S. citizen to file a complaint. The Sheriff's Office does not tolerate retaliation against complainants.

## Important Information When You File

When you file your complaint please include the following information in your description of the event:

- The day, time and exact location of the incident;
- The officer's name, badge number, description and vehicle or license number (if available);
- Witnesses' names, addresses, and telephone numbers;
- License number for any vehicles involved in the incident;
- Any other evidence you feel may be important such as copies of citations, photographs, hospital records, etc.

**If a criminal case is pending against you, you should speak with your attorney before filing a complaint.**

## The Complaint Process

Once the complaint has been filed, the investigation will be conducted by the Sheriff's Office, with review and input by IOLERO. Our office will monitor and audit the investigation to ensure it is timely, unbiased and complete.

After the Sheriff's Office concludes its investigation, it will forward its report to IOLERO for its review. IOLERO will then conduct an audit to ensure that the investigation and the resulting report are thorough and unbiased. At the conclusion of its audit, IOLERO will inform the Sheriff's Office if it disagrees with the findings of the Sheriff's Office and/or has concerns about the investigation process. IOLERO will attempt to resolve differences with the Sheriff's Office over these issues, such as by requesting additional investigation or a reconsideration of the findings of the investigation.

Should no agreement be reached, the Sheriff's Office will notify the complainant of its findings. IOLERO will notify the complainant whether it agrees with the findings of the Sheriff's Office's investigation, as well as whether IOLERO believes that the investigation was conducted in a thorough, unbiased, and timely manner.

## When should you file?

A complaint should be filed when you feel a member of the Sheriff's Office has acted improperly in the course of their work. Whether the complaint is related to discourteous treatment, excessive force, or any other action you feel to be wrong, we want to know about it. While IOLERO encourages you to sign your complaint to assist with investigations, we will take anonymous complaints if necessary.