

Is IOLERO affiliated with the Sheriff's Office? No. IOLERO is an independent, non-police county agency.

What happens once I make a complaint? Your complaint will be logged by IOLERO then investigated by Internal Affairs at the Sheriff's Office. This is called an administrative investigation. When the investigation is completed, it is sent to IOLERO to be reviewed by the director who is a non-police auditor. The director of IOLERO will conduct an independent review of the Sheriff's evidence and investigation and decide whether she agrees or disagrees with the Sheriff's findings.

What if the IOLERO director disagrees with the Sheriff's Office? If the director of IOLERO disagrees with the Sheriff's Office, she can make a recommendation to the Sheriff's Office for further investigation or a different outcome.

Can I make a complaint on behalf of someone else? Yes. You may make a complaint on behalf of yourself, a friend or a loved-one. You may also make a complaint about something you witness in the community even if you were not party to it.

If I make a complaint, and it is determined that a Sheriff's deputy/employee violated a policy, what happens? The Sheriff's Office will decide what disciplinary action is appropriate based on the totality of the circumstances.

Will I be told what disciplinary action will be taken? It depends on the case. Administrative investigations involve personnel issues and there are confidentiality laws and rules which must be followed. Please see our website for more information.

If my complaint is about damage to my property or an injury, will I be compensated for my losses? No. Your complaint will result in an administrative investigation and, if appropriate, disciplinary action against the deputy/employee. If you have suffered damage to your property or an injury, you must request

a "claim review" through risk management and/or a separate legal action for any relief you are seeking. **FILING A COMPLAINT AND REQUESTING A CLAIM REVIEW DOES NOT SATISFY STATUTORY REQUIREMENTS FOR INITIATING A LAWSUIT AGAINST THE COUNTY. IT IS A SEPARATE PROCESS.**

The IOLERO director is a lawyer, is she my lawyer? No. IOLERO is an independent, non-police auditor's office. Our job is to objectively review the administrative investigation done by Internal Affairs from a non-police perspective.

What if I have a pending criminal case? If you have a pending criminal case, you should discuss the best course of action for making your complaint with your attorney.

What if I am in jail? If you are in jail and your complaint involves use of force, biased policing (i.e. racism, sexism, etc.), sexual assault/misconduct or dishonesty, your complaint will be automatically reviewed by IOLERO. At this time, IOLERO does not review grievances concerning issues such as commissary or lost property. Those grievances must go through the jail's grievance process.

How long will it take to complete the investigation of my complaint? It depends. Every attempt is made to conduct thorough and complete investigations which may involve interviewing witnesses, reviewing body-worn camera footage and reading police reports and other records. The length of the investigation depends on the complexity of the complaint and each complaint is investigated first by Internal Affairs, then reviewed by IOLERO. Most investigations take between four and eight months to complete.

For more information and FAQs please visit our website at: www.sonomacounty.ca.gov/IOLERO.



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

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 @IOLERO

WHO WE ARE

The Independent Office of Law Enforcement Review and Outreach (IOLERO) was established by the Sonoma County Board of Supervisors in 2015. IOLERO is an independent, non-police county agency. IOLERO's mission is to strengthen the relationship between the Sheriff's Office and the community it serves.

IOLERO's primary functions include reviewing complaints against the Sheriff's Office, community outreach and making policy recommendations to the Sheriff's Office.



COMPLAINTS

If you feel a member of the Sonoma County Sheriff's Office acted improperly, you may file a complaint with our office. Types of complaints include but are not limited to: unnecessary/excessive use of force, biased policing (based on race, gender, sexual orientation, etc.), sexual assault/misconduct, discourtesy, improper search/seizure, neglect of duty, conduct unbecoming a deputy and dishonesty.

Complaints may be filed by submitting a complaint form on our website at <http://www.sonomacounty.ca.gov/IOLERO>. Or you may contact our office for other options.



COMMENTS & FEEDBACK

In addition to complaints, we are also interested in hearing about positive and other types of experiences you may have with the Sheriff's Office.

Comments and other feedback may be filed by submitting a comments/feedback form on our website at <http://www.sonomacounty.ca.gov/IOLERO>. Or you may contact our office for other options.



COMMUNITY OUTREACH

One of IOLERO's primary missions is to engage the community in order to make sure you are aware of our work and to be informed about your viewpoints, concerns and experiences. Our Community Advisory Council (CAC), composed of volunteers from across Sonoma County, helps IOLERO carry out this mission. Our goal is to be present at a minimum of one community event per month. For example, we host a booth at the Cinco de Mayo celebration in Roseland and we give presentations at smaller community events such as the Senior Health Fair in Cloverdale. Additionally, we host community outreach meetings at different locations throughout the county.

If you would like IOLERO to be present at your event, or to learn more about our community outreach efforts, please contact us by phone or email, or visit our Facebook page or website at www.sonomacounty.ca.gov/IOLERO.

POLICY RECOMMENDATIONS

IOLERO makes meaningful policy recommendations to the Sheriff's Office based on the information we glean from the complaints, comments and feedback we receive, and other issues of concern that arise in our community.