

Compliment Performance

The members of the Dodge County Sheriff's Office strive to provide the best law enforcement services available. Sheriff Dale Schmidt would like to be notified of exceptional service provided by any members of the Dodge County Sheriff's Office. The best way to compliment the actions of a Dodge County Sheriff's Office employee is to write a letter describing the incident and the actions that you thought were exceptional. Information such as the date, time and location will help to identify the employee if you do not know his or her name. If you choose not to write, you may ask to speak with the employee's supervisor and make a verbal compliment.

A Compliment or Complaint Form can also be obtained on the Dodge County Sheriff's Office website (www.dodgecountysheriff.com) by selecting *Forms*, then click on the link for Compliment or Complaint Form, complete it and mail it to the address at the bottom of the form.

Compliments received by the sheriff are forwarded to the employee with a copy placed in his or her personnel file. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated. Feedback like this lets us know if we are doing a good job. The Dodge County Sheriff's Office is committed to providing the best service possible. Citizen comments are important in helping us achieve this goal.

Any recommendations or suggestions on how to improve our services are always welcome. Please direct all comments to:

Sheriff Dale Schmidt
Dodge County Sheriff's Office
124 West Street
Juneau, WI 53039

dschmidt@co.dodge.wi.us

Mission Statement

The Dodge County Sheriff's Office will safeguard the lives, property and constitutional rights of our citizens through honest, ethical and professional service to the community.

Vision Statement

It is the vision of the Dodge County Sheriff's Office to partner with the community and develop proactive solutions toward making Dodge County a safe and enjoyable place to live, work and visit.

Core Values

The Dodge County Sheriff's Office believes that our core values are the key to creating and maintaining a healthy, ethical culture. Our values are the guiding principles that our employees use to guide their actions on the job and in their personal lives. Our goal is to continue to produce sheriff's office employees who are exemplary citizens that personify what we believe in and who we are. The sheriff's office core values are integrity, accountability, teamwork, leadership and service.

Dodge County Sheriff's Office

124 West Street
Juneau, WI 53039
Phone: (920)386-3726
Fax: (920)386-3254



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Dodge County Sheriff's Office

COMPLIMENT AND COMPLAINT PROCEDURE



Citizen Guide

For use by our citizens to file a compliment or complaint concerning a Dodge County Sheriff's Office employee

How to Make a Complaint

The first step is to call, write or come in person to request a Compliment or Complaint Form. Forms can also be obtained on our website www.dodgecountysheriff.com by selecting *Forms*, then click on the link for Compliment or Complaint Form, complete it and mail it to the address at the bottom of the form. A complaint may be made ANY time, day or night. You may come in person to address your concern with a supervisor, if you wish.

Mailing Address:

Dodge County Sheriff's Office
Attn: Administrative Division
124 West Street
Juneau, WI 53039

Investigative Procedure

If you wish to speak with a supervisor, the person receiving your concern will ask you to provide as much information as possible regarding the incident. If you were involved in or witnessed the incident, it is extremely important to the investigation that a statement be obtained from you. If your concern stems from an arrest or citation issued to a family member or yourself, it may not be investigated until the legal matter has been settled.

Depending on the circumstances of your concern, it may be investigated in one of two ways. It will either be forwarded to the employee's supervisor for inquiry or to the Administrative Division for investigation.

Each investigation is examined on its own merits. Formal investigations

Typically require investigators to contact witnesses, including sheriff's office members, examine relevant physical evidence and gather information pertinent to each allegation made in the complaint.

The sheriff will render a finding in each case. There are six possible findings:

Unfounded: When the investigation discloses that the alleged acts did not occur or did not involve office members. Complaints that are determined to be frivolous will fall within the classification of unfounded.

Exonerated: When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

Not sustained: When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

Sustained: When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

No Finding: The investigation cannot proceed because the complainant failed to disclose promised information to further the investigation or the complainant wishes to withdraw the complaint or the complainant is no longer available for clarification. This finding may also be used when the information provided is not sufficient to determine the identity of the officer(s) or employee(s) involved.

Administrative Closure: The investigation is older than 90 days and does not involve alleged criminal activity or investigators cannot make contact with complainant for 30 days from the issuance of the complaint.

Notification

You will be notified of the findings at the conclusion of the investigation.

When a finding of "Sustained" is determined, corrective action will be taken. Discipline may include but is not limited to counseling, training, and action up to and including termination.

If your complaint is sustained and punitive discipline is imposed, the employee has appeal rights. Therefore, you may be required to testify at one or more administrative proceedings.

Anonymous Complaints

Complaints of an anonymous nature will be handled informally and in compliance with policy and procedures.

Summing Up

Your valid concerns and criticisms help us protect the community from possible misconduct by employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.

Filing a False Complaint

Pursuant to Wisconsin Statutes Section 946.66(2), whoever knowingly makes a false complaint regarding a law enforcement officer is subject to a Class A forfeiture.



A handwritten signature in black ink that reads "Dale Schmidt".

Dale Schmidt
Sheriff