

WEBER COUNTY SHERIFF'S OFFICE		POLICY AND PROCEDURES	
SUBJECT: Receiving Complaints or Calls for Service; Desk Clerk/Deputy Position		CHAPTER/SECTION NO.: 53.21	
EFFECTIVE DATE: 10/7/03		REVIEW DATE:	
AMENDS/SUPERSEDES: See attached sheet		APPROVED: ** See Master File Sheriff	
STANDARD NUMBER: 81.2.14			

53.21 Policy

53.21.1 Complaints or Calls for Service

A. Complaints against Office members may be:

1. Initiated by any person, employee or supervisor.
2. Communicated by mail, telephone, electronic message, anonymously or in person.

B. Calls for Service:

1. Should be handled in person by deputies whenever possible because:
 - a. It is common practice of the Sheriff's Office to respond to the location of an incident to conduct an investigation or to resolve a situation that threatens the peace or public safety.
 - b. Citizens appreciate a personal contact by a deputy.
 - c. Personal contact indicates an interest in helping the citizen.
 - d. The deputy may often discover evidence, witnesses or other information at the scene.

2. If the complainant wishes to remain anonymous or insists on no contact by a deputy the information may be taken by phone, if practical.
3. In exigent circumstances, a supervisor may direct a call to be handled by means other than an in-person deputy response.
4. Situations that **MAY** be handled by means other than an in-person deputy response include but are not limited to:
 - a. Nuisance complaints such as loud music or barking dogs, not occurring at the time of the complaint.
 - b. Telephone harassment, if the complainant does not wish to be contacted in person.
 - c. Any non-criminal or non-public safety situation where the caller is providing information only and does not want to be contacted personally.
5. Situations that **WILL NOT** be handled by means other than an in-person deputy response include but are not limited to:
 - a. Crimes in progress,
 - b. Felony crimes,
 - c. In-progress public safety threats or problems,
 - d. Any incident with a possible crime scene, except as noted in 53.21.1B4a,
 - e. Any citizen request for a deputy response,
 - f. Runaway or missing juveniles,
 - g. Any person missing under suspicious circumstances.

C. Mailed in Complaints or Calls for Service

1. Mailed in Calls for Service will be accepted and handled in a manner consistent with policies and procedures used for any calls for service.
2. Mailed in Complaints made against Office members will be accepted and handled in a manner consistent with policies and procedures specified in Chapter 38.12 (Internal Affairs Investigations) for any such complaint.

53.21.2 The Desk Clerk/Deputy Position

- A. A fixed post at the Sheriff's Office or other location upon approval of the Sheriff. This assignment may be for an entire shift or portion of that shift as determined by the shift supervisor.
- B. The desk clerk/Deputy will:
 1. assist citizens who walk into the fixed post or who give the information over the telephone,
 2. resolve a service request or direct the citizen to the appropriate Sheriff's Office bureau, section, unit or personnel.
 3. when transferring a call, stay on the line, if possible, to briefly explain the incident, before transferring the caller.
 4. forward the information to WACDC as soon as is practical, when a Deputy is needed at the scene to take an initial report, such as a suspect being at the scene.
 5. make notification for action by a patrol Deputy or other personnel, to the on-duty community car or on-duty supervisor, as soon as practical, when a desk clerk/Deputy takes a report that requires on-scene action, such as

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collection of evidence, photographs, or at-the-scene follow-up.

6. Complete original or supplemental reports to any original report, as required.
- C. Desk clerks/deputies are not authorized to provide emergency first aid instruction by phone. All such emergency medical requests will be referred to the WACDC.
 - D. Desk clerks/Deputies may be assigned other duties based on their work loads and shifts. These assignments may include, but are not limited to:
 1. Data entry
 2. Records support
 3. Other