



Kern County Sheriff's Office

Policies And Procedures

TITLE: PERSONNEL COMPLAINT BROCHURE			NO: D-0600
APPROVED: Donny Youngblood, Sheriff-Coroner			
EFFECTIVE: August 22, 1992	REVIEWED: 01/07/2026	REVISED: 01/07/2026	UPDATED: 01/07/2026

POLICY

The Kern County Sheriff's Office strives to maintain a relationship of trust and confidence with the community. In keeping with this goal, it is the policy of the Sheriff's Office to willingly accept and diligently investigate all personnel complaints in a fair and impartial manner and to ensure employees found to have committed misconduct are held accountable pursuant to a disciplinary system that is fair and consistent.

A written description of the complaint procedure shall be made available to the public. The written description of this procedure is contained on pages one (1) and two (2) of the Kern County Sheriff's Office Personnel Complaint brochure or online at:

www.kernsheriff.org/complaints

The refusal to accept a personnel complaint (in any form), discouraging the filing of a complaint, or providing false or misleading information about the filing of a complaint, will be grounds for discipline, up to and including termination.

PERSONNEL COMPLAINT BROCHURE

Whenever possible, the complainant shall be provided with a Kern County Sheriff's Office Personnel Complaint brochure. The cover page titled "How to Submit a Complaint" shall be included with the personnel complaint brochure for members of the public wishing to make a complaint. Personnel complaint brochures and written descriptions of the procedure will be available in English, Spanish, and any other language that the County of Kern must provide to voters during an election.

An electronic fillable version of the personnel complaint brochure and written description of the procedure shall be made available on the Sheriff's Office public website listed above. Employees can find the complaint brochures under the D-section of the policies and procedures manual or on the Sheriff's Office's public website. The electronic version will also be available in English, Spanish, and any other language that the County of Kern must provide to voters during an election.

The Personnel Complaint brochures shall be available, along with posters, in Sheriff's Office substations, Kern County courts, Kern County libraries, the Sheriff's Office's public website, and social media sites. Additionally, patrol deputies, park rangers, senior deputies, sergeants, and managers shall carry cards with information about how to file a complaint electronically or Personnel Complaint brochures in their patrol vehicles to be distributed upon request. The Support

Services Bureau shall make efforts to provide these brochures or cards to community groups, churches, and other non-governmental organizations.

The intent of this policy is to make clear that the Kern County Sheriff's Office Personnel Complaint brochure is not the only accepted form of a complaint. Any form of a complaint shall be accepted by the Sheriff's Office, and complaints do not need to be in writing. Written and verbal complaints are the most common, but all forms of complaints shall be accepted. This includes, but is not limited to, electronic communication, social media postings, audio/video recording of the incident, telephone (or TDD), mail, email, Internet, or news postings of a video depicting apparent deputy misconduct towards a community member, and complaints in the field. Complaints made by anyone, including third parties and those made anonymously, must be accepted.

Refer to D-0200 for guidance on handling a personnel complaint.

LANGUAGE ACCESS

Any limited-English proficiency person who would like to make a personnel complaint against any Sheriff's Office employee shall be provided with a complaint brochure or cards with information about how to file a complaint electronically, and/or be provided with appropriate translation services in order to file a complaint. For further information on translation services, refer to the Limited-English Proficiency Services policy.

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