



Alamance County Sheriff's Office

Employee Feedback Guide

The employees of the Alamance County Sheriff's Office are held to stringent standards. Please note that our policy manual is publicly available including via our website; it is the exact same manual that is given to employees and it contains the rules and procedures employees are expected to abide by. The standards start at the core of the sheriff's office for our office mission statement is as follows:

"The mission of the Alamance County Sheriff's Office is to serve, protect, and defend the citizens of Alamance County against all unlawful activities that may arise. We will operate within the laws of the State of North Carolina and the United States of America. We will ensure that justice will be our guide and the well-being of our citizens will be our goal. We will serve with compassion and dignity and will exhibit the best qualities of public service. We will ever be vigilant, ensuring that law enforcement will not be about race, status, or power, but about protecting our families and serving without discrimination."

If you've had either a positive or negative interaction with – or know of an interaction with – an employee of the Alamance County Sheriff's Office that you would like to make known please feel free to do so. Again, this interaction may have been positive or it may have been negative – either way, we want to know. The following instructions provide an easy way for you to file a formal complaint or to commend an employee.

The Complaint Process

Complaints can be made and shall be accepted from any source whether it is in person, by mail, email, or via telephone. For juveniles wishing to file a complaint, a parent or legal guardian must be present/acting in concert.

All complaints will be investigated even if the complaint is made anonymously or if few details are given. However, a more efficient and thorough investigation can be conducted when as many details as available are provided. A standardized form is available and will be offered to the complainant which will guide him or her in providing the relevant information needed for a thorough investigation.

Complaints can be made and submitted to any employee of the sheriff's office and it will be forwarded to the appropriate personnel within the agency. As standard practice, if willing and available, complainants are usually interviewed to gather information regarding the complaint. A person does not have to consent to an interview in order to file a complaint but a lack of details may hinder the investigation.

Complaints are taken seriously and individuals filing complaints are treated respectfully. Investigations into complaints are thorough and are resolved after a review of the evidence produced during the investigation. Complaints must be about an employee's violation of the law or a policy and procedure of the sheriff's office. Due to personnel privacy laws, the sheriff's office is unable to advise the complainant of the results of the investigation.

Just as legitimate complaints are taken seriously, false accusations against employees are taken seriously as well.

The full details regarding the complaint process are available in our policy manual.

Commending an Employee

If you would like to commend the actions of an employee you may do so via the same methods of filing a complaint. In contrast though, there is no need to fill out any forms. Instead, you can simply visit, call, mail, or email correspondence with your praise.

Submission/Contact Information

Telephone

You may reach the Alamance County Sheriff's Office any day of the week any time of the day via 336-570-6777. This number is to Alamance County Central Communications and is a non-emergency number. You can simply tell the dispatcher you would like to file a complaint on a sheriff's office employee, or you can ask to speak with a supervisor without telling them the reason for your calling. Either way, they will take your name and phone number (if you are willing to provide it) and a supervisor with the sheriff's office will contact you as soon as possible. Additionally, during regular business hours, you can contact the administrative portion of the sheriff's office by calling 336-570-6311.

Mail

If you would like to mail a complaint, please address it to the "Personnel Division" of the "Alamance County Sheriff's Office" with the following mailing address:

109 S Maple St
Graham, NC 27253

Email

If you would like to email a complaint, you may do so via the following email address and the complaint will be forwarded to the appropriate individual. Please note that this email address is checked sporadically throughout the day and only during regular business hours.

ACSO-Contact@alamance-nc.com