

## Commending Performance

The members of the Oconto County Sheriff's Office strive to provide the best law enforcement services available. Sheriff Todd Skarban would like to be notified of exceptional service provided by any members of the Oconto County Sheriff's Office. The best way to commend the actions of an Oconto 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 commendation.

Commendation forms can also be obtained on the County of Oconto Website ([www.co.oconto.wi.us](http://www.co.oconto.wi.us)) by selecting *Departments*, then *Sheriff*, then *Administrative*, then *Forms & Documents*, then click on the *Personnel Commendation Form*.

Commendations 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 Oconto 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 police service are always welcome. Please direct all comments to:

**Sheriff Todd Skarban**  
**Oconto County Sheriff's Office**  
**301 Washington St**  
**Oconto, WI 54153**

You can also email letters to:  
[sm-law@co.oconto.wi.us](mailto:sm-law@co.oconto.wi.us)

## Mission Statement

The mission of the Oconto County Sheriff's Office is to serve and protect our citizens through fair and impartial treatment. We believe it is our responsibility to uphold the constitutional rights of all citizens. We work to maintain respectful and trusting partnerships within our community to enhance the quality of life for everyone.

## Vision Statement

We resolve to provide a positive, fulfilling and engaging experience for our team. We expect and reinforce leadership behaviors that contribute to that culture. Our workforce is the foundation upon which we achieve our public safety goals for the community we serve. We strive to improve quality of life by understanding and answering the needs of our community. We aim to protect the wellbeing and safety of the public by being an efficient and effective law enforcement team.

## Oconto County Sheriff's Office

**301 Washington St.**  
**Oconto, WI 54153**  
**Phone: (920) 834-6900**  
**Fax: (920) 834-6915**



## Oconto County Sheriff's Office

# COMMENDATION AND COMPLAINT PROCEDURE



## Citizen Guide

For use by our citizens to file a commendation or complaint concerning an Oconto County Sheriff's Office Employee

## How to Make a Complaint

The first step is to call, write or come in person to request a complaint form. Forms can also be obtained on the County of Oconto Website ([www.co.oconto.wi.us](http://www.co.oconto.wi.us)) by selecting *Departments*, then *Sheriff*, then *Administrative*, then *Forms & Documents*, then click on the *Personnel Complaints 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:

Oconto County Sheriff's Office  
Attn: Administrative Division  
301 Washington Street  
Oconto, WI 54153

## Investigation 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.



*Todd Skarban*  
Todd Skarban  
Sheriff