



OFFICE OF THE DISTRICT ATTORNEY

COUNTY OF SAN LUIS OBISPO, STATE OF CALIFORNIA

DAN DOW
District Attorney

ERIC J. DOBROTH
Assistant District Attorney

JERRET C. GRAN
Chief Deputy District Attorney

SHERYL M. WOLCOTT
Chief Deputy District Attorney

LISA B. MUSCARI
Chief Deputy District Attorney

TERRY O'FARRELL
Chief, Bureau of Investigation

Citizen Complaint Process

1. Receiving a complaint

All complaints must be in writing. Complainants will most likely come to the front desk. The Complainant can (a) fill out a hard copy of the Citizen Complaint Form provided to them by front desk staff or (b) they can complete the electronic version themselves. The forms are accessible on our DA webpage at the left sidebar titled *Take Me To* under *Citizen Complaint Form*. Either way, the Complainant must provide a hard copy of the Complaint to our office personally or through the mail.

2. Routing of complaints

Complaints are routed as soon as practicable. Complaints involving non-Bureau of Investigation staff are routed to the Assistant District Attorney (ADA). Complaints involving Bureau staff are routed to the Bureau Chief. Staff receiving complaints should consider them confidential and not reveal or discuss them with anyone other than the DA, ADA, Chief DDA, Bureau Chief, or Assistant Bureau Chief.

3. Notice to the District Attorney (DA) and routing to Supervisor

The ADA or Bureau Chief will notify the DA of the complaint and route the complaint to the appropriate Supervisor for review. Generally, complaints will be reviewed by the employee's immediate supervisor.

4. Inquiry

The appropriate inquiry will be made and findings will be shared with the DA, ADA, and, where Bureau staff is the subject of the complaint, the Bureau Chief. The staff member against whom a complaint was made will be notified of the outcome.

5. Notice of conclusion

Within 15 days of concluding an inquiry, a letter will be sent to the Complainant notifying them that the inquiry has been concluded and, where appropriate, notifying them any finding.

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