

COMMENDATIONS AND COMPLAINTS

The McKinley County Sheriff's Office is dedicated to serving our community by providing quality and professional law enforcement services. In order for the department to continue to provide the highest quality service, the performance of our employees must be monitored.

When you have been helped by a member of the McKinley County Sheriff's Office, we encourage you to commend or compliment the performance of that person. If you have had an unprofessional or otherwise unpleasant experience, you may register a complaint with the department.

The McKinley County Sheriff's Office is proud to serve you. Your input is valuable to us and we will continue to promote cooperation in the County of McKinley. If it becomes necessary for you to register a complaint, you can be assured that it will be given a fair and thorough investigation.

GUIDELINES FOR COMMENDING AN EMPLOYEE

When you want to say "Thank You" for a job well done, you can:

- Visit the department
- Call the Administration during regular business hours (listed at bottom of page)
- Mail your comments to the McKinley County Sheriff's Office (address listed at the bottom of the page)
- Email Sheriff Gonzales at fgonzales@co.mckinley.nm.us

When saying thanks, try to remember the name of the employee and the circumstances of how you were helped. The incident will be investigated and the employee will be recognized for his/her actions.

Letters recognizing professional actions are posted for all department employees to view with the recognized employee being presented with the original letter and a copy of the being placed in the employee's personnel file. The department and its employees appreciate the effort and consideration of concerned citizens who take the time to commend employee performance.

COMPLAINT PROCEDURE

It is the policy of the McKinley County Sheriff's Office to investigate all complaints against department employees and allegations of misconduct within the department. Proper adherence to the provisions of this policy will clear the innocent and facilitate prompt and equitable corrective action.

Investigations of complaints are completed within 30 days of receipt of the complaint by the investigator, whenever possible. If extenuating circumstances exist which cause the length of the investigation to go beyond that time limit, those circumstances are noted in the final report.

The department requests that you register complaints in person, accompanied by a completed Internal Affairs Complaint Affidavit, if possible. If you are not able to come to the department, you may write the Sheriff, call the department and speak to a supervisor or, complete and submit the form at the bottom of this page. An alternative to your coming to the department will then be arranged.

When registering a complaint against an employee, it is important that you remember the name of the employee or his/her vehicle number, the date and approximate time of the incident, and the specific circumstances of the incident.

Complaints alleging the commission of a crime, excessive force, improper arrest, improper/illegal entry, improper/illegal search, harassment, demeanor and/or serious rule infractions will be referred to the department Internal Affairs Investigator. All other complaints will be referred to the employee's immediate supervisor.

Information and evidence is reviewed to determine if the employee's actions violated a law or department policy or procedure. An investigative report will be completed and a determination as to the action to be taken. Any disciplinary action taken against a member of the department will be maintained in his/her personnel file.

The Sheriff will notify the complainant of the disposition of the investigation. The disposition of complaints is classified as follows:

- SUSTAINED – the allegation is supported by sufficient proof
- NOT SUSTAINED – the evidence is not sufficient to prove or disprove the allegation
- UNFOUNDED – no basis for the complaint

THINGS TO REMEMBER

In compliance with New Mexico State Statutes the accused employee will be advised of the nature of the investigation and the name of the complainant.

HOW TO REACH US

Mail to:

McKinley County Sheriff's Office
300 W. Nizhoni Boulevard
Gallup, NM 87301

Call:

8:00 am to 5:00 pm, Monday through Friday at 505-863-1410
Non-business hours contact the Shift Supervisor through Dispatch at 505-863-3132

Complaint forms are also available at the County Manager's Office, 3rd Floor, McKinley County Courthouse, 201 W. Hill Street, Gallup, NM 87301