

# County of Monmouth Sheriff's Office

## Communications Division

### Operational Review Process

The goal of the organization is to provide the best service possible to all citizens residing in or visiting the County of Monmouth. Positive and Negative input is important to maintain a high quality of service. The following guidelines are provided to record and investigate complaints or commendations directed toward this organization or personnel employed by this agency.

#### **Telephone Reports**

- Call 732-431-6400 and asking for the Officer in charge
- Provide the OIC with information concerning the event including date, time and personnel involved, where possible.
- Complaints or commendations may be anonymous.

#### **Written Reports**

- Address correspondence to:  
Monmouth County Sheriff's Office  
Communications Division  
2500 Kozloski Road  
Freehold, New Jersey 07728  
Attn: 9-1-1 Coordinator
- Outline the reason for the complaint or commendations providing date, time and personnel involved, where possible.
- Please type or print report neatly

All complaints are investigated and verified using tape, written, printed, and verbal statements, when necessary. Persons not remaining anonymous will be contacted at the conclusion of the investigation.

#### **Email Complaints**

Include the same information listed above for written reports but address the email to [Quality@mcsonj.org](mailto:Quality@mcsonj.org)

Revised 9/2014