

CAROLINE COUNTY SHERIFF'S OFFICE
HOW TO MAKE A COMMENDATION or
HOW TO FILE A COMPLAINT

1. If you wish to make a commendation or file a complaint on any personnel within the sheriff's office or about any aspect of our operations, please:
 - a. Come to the Sheriff's Office and tell any employee you want to make a commendation; or file a complaint:
 - b. Call the Sheriff's Office and tell the person answering the phone that you want to make a commendation or file a complaint, they will then send out our commendation/complaint form; or:
 - c. Write your commendation or complaint and mail it to:
Sheriff A. A. "Tony" Lippa, Jr.
Caroline County Sheriff's Office
P.O. Box 39, Bowling Green, VA 22427.
2. If you have a commendation, you will receive a letter acknowledging your comments.
3. A supervisory officer can assist you in filling out a report of commendation/complaint form. This form asks you to identify yourself and then to give specific details about your commendation or complaint.
4. If you have a complaint, **it will be investigated**. You will receive a letter advising you that your complaint has been received and someone from this office will be contacting you if not already done. You may be contacted and asked additional questions about your complaint.
5. When your complaint investigation has been concluded, the Sheriff will review the investigation and you will then receive a letter explaining that the investigation is complete. The results of the investigation are protected by the Freedom of Information Act, but be assured all complaints are very serious and they will be investigated thoroughly.

