

SAN BERNARDINO COUNTY PROBATION DEPARTMENT

POLICY MANUAL

Each policy establishes the overall operational rules and regulations that govern the Department. They state the precepts which management considers important for formal documentation. The Chief Probation Officer will exercise approval authority for policies.

Each bureau has established and published procedures under separate individual *Procedure Manuals*. The procedures establish the methods for implementing policies. The Chief Probation Officer will exercise approval authority for procedures.

Each Department employee—full time, part-time, contract, Associate Probation Officer and volunteer—is responsible for reading and understanding each policy and their bureau's procedures. They shall perform their duties and tasks in compliance with these policies and procedures and shall be subject to discipline for violation of policies and/or procedures.

17. Complaints

All complaints regarding departmental personnel or operations will be investigated promptly and thoroughly. The results of such investigations shall be submitted to the complainant to the extent allowable without violating personnel investigation confidentiality.