



SAN DIEGO COUNTY SHERIFF'S OFFICE

Kelly A. Martinez, Sheriff

Rich Williams, Undersheriff

August 4, 2025

MaryAnne Pintar, Board Chairperson
Citizens' Law Enforcement Review Board
1600 Pacific Highway, Suite 251
San Diego, CA 92101

**RE: CLERB POLICY RECOMMENDATION "ACCEPT ALL COLLECT CALLS IN
INTERNAL AFFAIRS DEPARTMENT"**

Dear Chairperson Pintar,

The San Diego County Sheriff's Office welcomes and supports the Citizens' Law Enforcement Review Board's (CLERB) independent review of complaints alleging improper actions by members of the Sheriff's Office. The San Diego County Sheriff's Office continuously strives to respond with professionalism and concern to the citizens we serve, and the CLERB process provides invaluable input to that end.

CLERB sent the Sheriff's Office a letter of concern on May 6, 2024. In the letter, CLERB stated they discovered the Sheriff's Internal Affairs (IA) unit does not accept collect calls. CLERB made the following recommendation: It is recommended that the Sheriff's Department Internal Affairs (IA) department consider a toll-free number or accept collect calls through whatever method is necessary to ensure everyone, including incarcerated persons are able to file a complaint.

We appreciate your concern on this matter; however, the statement on the collect calls is incorrect. We believe that everyone should have the ability to file a complaint. The Sheriff's Office has made numerous efforts to ensure IA staff are able to respond to all incoming complaints, including those of our incarcerated population. These efforts have been in place for years, and were confirmed again as of yesterday. As a way to ensure the accessibility to IA, the incarcerated population does not have to pay for phone calls. There is a direct phone number to IA posted in each housing module for them to file complaints. There is a recorded system where the caller can leave a message at any time, and the complaint will be entered in our tracking system and followed up on. In addition, collect calls are authorized and can be made into Sheriff's Headquarters, where IA is located. The phone system is not setup to block collect calls.

We appreciate the time and effort of the Citizens' Law Enforcement Review Board. Thank you for your service to the citizens of San Diego County and the policy recommendations. Our goal is to provide the highest quality public safety service to everyone in San Diego County.

Keeping the Peace Since 1850

Post Office Box 939062 • San Diego, California 92193-9062

Sincerely,

KELLY A. MARTINEZ, SHERIFF

A handwritten signature in black ink, appearing to read 'Joseph Jarjura', written over the printed name.

Joseph Jarjura, Lieutenant
Division of Inspectional Services
KAM:JJ