



Complaint Process

No one likes to hear that things are not going well, or that the service provided is not satisfactory! We do understand, however, that there are times when not everyone will be happy with the service or outcome of our work.

It is necessary that this office be made aware of the incidents where you feel we did not perform our duties properly or adequately. If you have a complaint regarding any aspect of our performance, we would like to hear about it.

To register a complaint:

1. Come to the Sheriff's Office and advise us you wish to register a complaint. A supervisor will assist you in completing a report to outline the incident and complaint regarding a deputy or civilian employee; or
2. Call us at (757)385-1971 and advise us you wish to register a complaint; or
3. Send a letter to the Sheriff outlining your complaint. Make sure to include the date, time and location of the incident in question, and the name of the employee. If you don't know the employee's name, we will attempt to find out who was involved; or
4. Email your complaint to us at psa@vbso.net. Ensure the word "Complaint" appears in the subject line of the email.

You will be asked for information that identifies you and for information as to where you may be contacted. You may be contacted for further information.

You will be notified by letter that your complaint has been received and is under investigation by the Sheriff's Office. You will also be notified, by letter, when the investigation is complete.

If you have any questions regarding this process, please contact the Professional Standards Office of the Sheriff's Office at (757)385-1971 for assistance.

How to Register a Complaint



Virginia Beach Sheriff's Office

Sheriff Ken Stolle

2501 James Madison Blvd.

Virginia Beach, VA 23456
