



SAN DIEGO COUNTY  
SHERIFF'S OFFICE

# Call Me Back Program

Ensuring Closure and Excellent Customer Service

## Program Overview:

The "Call Me Back" program is designed to enhance communication and customer service for citizens reporting suspicious circumstances, disorderly conduct, and other similar calls. These types of calls usually don't require a deputy to have direct contact with the reporting party (RP). This program ensures citizens feel informed, valued, and confident in the outcome of their report.

## Supporting Great Customer Service

This program underscores our dedication to closing the loop on calls for service and providing a higher level of customer service. By keeping citizens informed and engaged, we foster a community built on trust and assurance.

## How It Works:



**Response:** Deputies respond to calls for service.



**Follow-Up:** The responding deputy calls back the reporting party to provide a brief summary of how the call was handled.



**Closure:** This follow-up provides the reporting party with closure and assurance that their concern was effectively addressed.

## Benefits:

Enhances transparency and trust between law enforcement and the community.

Provides citizens with peace of mind and confidence in our law enforcement services.

Reinforces our commitment to delivering exceptional customer service.

Minimizes the false narratives, "Deputy never showed up."



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## Key Points for Implementation:

Deputies should make a CAD entry in the call for service notes, stating RP was called.



1. Reporting Parties (RP) make calls for service.



2. Deputy responds to the call.



3. Confusion, worry and doubt may occur due to being unaware of the LE response and outcome.



4. Deputy provides RP with a brief response summary.



5. RPs get closure and assurance their concern was effectively addressed, encouraging trust and participation.

## Without Follow-Up:

If the deputy doesn't call the RP with a brief summary:

- Confusion, worry, and doubt remain.
- Trust may be diminished, leading to decreased community engagement.



## Your Participation Matters!

We value your reports and are committed to keeping you informed every step of the way.

