

EL PASO COUNTY BAIL BOND BOARD

COMPLAINT FORM

Complaints against a bail bondsman or surety may be submitted by completing a complaint form and sending it to the Bail Bond Administrator of the El Paso County Bail Bond Board. All sworn complaints involving violations of the Texas Occupations Code, Chapter 1704, will be investigated.

Please complete the attached complaint form, include any supporting documents, and submit it to:

**EL PASO COUNTY SHERIFF'S OFFICE COUNTY DETENTION FACILITY
ATTN: BLANCA BARRAZA, BAIL BOND BOARD ADMINISTRATOR
601 EAST OVERLAND EL PASO, TX 79901**

For a complaint against a licensed bondsman or bond runner to be considered by the El Paso County Bail Bond Board, the complaint must be in writing, sworn, and signed by the person submitting it. Please include copies of any receipts, bonds, contracts, or other information provided to you by the bonding company. **Do not send originals.**

If you have additional questions regarding the complaint process, you may contact the Bail Bond Board Administrator at B.Barraza@epcountytexas.gov, (915) 273-3770, ext. 5216.



EL PASO COUNTY BAIL BOND BOARD

BAIL BOND COMPLAINT

DATE RECEIVED: _____

COMPLAINANT'S FULL NAME: _____

ADDRESS: _____

PHONE NUMBER(S): () _____ () _____

NAME OF BONDING COMPANY: _____

NAME OF BONDING COMPANY EMPLOYEE YOU SPOKE TO:

CASE NUMBER: _____

CHARGE: _____

BOND AMOUNT: _____

NATURE OF COMPLAINT

State the details of your complaint. Include all relevant transactions and dealings with the bondsman. Include the names of individuals with whom you have dealt, dates of your dealings, and enclose copies of all contracts, receipts, correspondence, and other documents related to the complaint. List the names, addresses, and telephone numbers of other witnesses to your complaint. You may wish to attach additional pages to this form.

I certify that, to the best of my knowledge and belief, all of the information on and attached to this complaint is true, correct, and complete and made in good faith. I understand that this complaint or the information it contains will be made available to the El Paso County Bail Bond Board and may be made available to local law enforcement agencies for such action within their jurisdiction as they deem appropriate. I understand that knowingly making any false or fraudulent statement or representation to the government may violate federal, state or local criminal statutes, and may result in a fine, imprisonment, or both.

SIGNATURE OF COMPLAINANT

DATE

SWORN TO AND SUBSCRIBED before me, the undersigned authority, on this the ____ day of _____, 20____

NOTARY PUBLIC IN AND FOR
THE STATE OF TEXAS

FIRST CONTACT BETWEEN YOU AND THE BUSINESS:

(Check One)

- ☐ I WENT TO THE BOND COMPANY OFFICE
- ☐ I RECEIVED A PHONE CALL FROM THE BAIL BOND COMPANY
- ☐ THE BONDSMAN VISITED ME IN JAIL
- ☐ I TELEPHONED THE BONDSMAN

I WAS REFERRED TO THE BONDSMAN BY: _____

OTHER: _____

- DID YOU RECEIVE A RECEIPT FOR ANY FEE PAID TO BONDSMAN? ☐ YES / NO ☐
- DID YOU RECEIVE A RECEIPT FOR YOUR COLLATERAL? ☐ YES / NO ☐
- DID YOU RECEIVE A COPY OF THE BAIL BOND? ☐ YES / NO ☐
- DID YOU SIGN A CONTRACT? ☐ YES / NO ☐
- DID THE BONDSMAN EXPLAIN THE CONTRACT TO YOU? ☐ YES / NO ☐
- DID YOU UNDERSTAND THE CONTRACT? ☐ YES / NO ☐
- DID THE BONDSMAN PROVIDE YOU WITH A COPY OF THE CONTRACT? ☐ YES / NO ☐
- If so, please attach copy.
- HAVE YOU MADE KNOWN TO THE BONDSMAN YOUR COMPLAINT? ☐ YES / NO ☐
- If so, what was the bondsman's reply?