

# EL PASO COUNTY BAIL BOND BOARD

## COMPLAINT FORM

Complaints against a bail bondsman/surety can be made by submitting a complaint form 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 with any accompanying documents and submit to:

**EL PASO COUNTY SHERIFF'S DEPARTMENT  
COUNTY DETENTION FACILITY  
ATTN: MIKE NAVARRO, BAIL BOND BOARD ADMINISTRATOR  
601 EAST OVERLAND  
EL PASO, TX 79901**

In order that a complaint against a licensed bondsman or a bondrunner be considered by the El Paso County Bail Bond Board, the complaint must be placed in writing, sworn to and signed by the person making the complaint. Please include copies of any receipts, bonds, contracts, or information the bonding company provided to you. **DO NOT SEND ORIGINALS.**

If you have any additional questions concerning the complaint process you may contact the Bail Bond Board Administrator at (915) 546-2293.

*FAX 546-2230*



**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:** \_\_\_\_\_





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?

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