



## **POLICE DEPARTMENT CITIZEN COMPLAINT PROCEDURES**

The City of Pleasanton and your Police Department take great pride in being responsive to the needs and concerns of all citizens and guests of our community. Concerns, Complaints and Criticisms of our service are accepted as meaningful indications of the job we are doing and provide us with an opportunity to enhance our understanding of how we can better serve our community.

While we strive to provide the highest quality of service, we realize that with our high volume of public contact, coupled with the nature of our job, not everyone will be completely satisfied. Alternatively, it is also common for people to not clearly understand the reasons for actions taken by police employees which may be a cause for concern or clarification regarding police procedures.

Any allegation coupled with reasonable cause to believe that police department personnel have violated any laws or any rules, regulations, or orders of this department will be investigated. We encourage residents and guests of our community to immediately contact the on-duty Watch Commander whenever they have a concern about an employee's behavior or a police related action.

### *Who do I contact when I have a concern or want to make a formal complaint?*

Call the Police Department (925) 931-5100 and ask to speak with the On-Duty Watch Commander or ask for the On-Duty Watch Commander at the front counter of the Police Department...

or alternatively, you may obtain and/or drop off complaint forms, during business hours, with the City of Pleasanton Human Resources Department located at 123 Main St. Pleasanton, CA 94566. (Compliments and complaints received by Human Resources will be placed in a sealed envelope and will be forwarded directly to the Police Chief)

### *Where do I mail my complaint?*

Police Chief  
Pleasanton Police Department  
P.O. Box 909, Pleasanton, CA 94566

### *Who investigates police department employee misconduct?*

Per California Penal Code Section 832.5 (a): "Each department or agency in this State which employs peace officers shall establish a procedure to investigate citizens' complaints against the

personnel of such departments or agencies, and shall make a written description of the procedure available to the public."

Our supervisory and management personnel are committed to ensuring complete, fair and impartial investigations of all citizens' complaints. The investigation of all citizen complaints is strictly regulated by the California Government Code and police department policy. Additionally, all administrative investigations are reviewed by the appropriate Division Commander and by the Police Chief to ensure a thorough and unbiased investigation was completed.

*What should I expect when I file a complaint?*

The person assigned to investigate your complaint will ask you to provide as much information as possible regarding the incident. If you were involved in or witnessed the incident, it is extremely important to the investigation that a statement be obtained from you. From your statement, a Citizen Complaint Contact form may be completed.

Depending upon the circumstances of your complaint, it may be investigated in one of two ways. It will either be assigned to the employee's supervisor for inquiry or to the appropriate manager, with oversight of the employee and his supervisor, for investigation. Each allegation is examined on its own merits.

Administrative and criminal investigations resulting from a complaint will require investigators to make an effort to contact all available witnesses (including police officers), examine any relevant physical evidence and gather all information pertinent to each allegation made in the complaint.

Despite our best efforts to make Administrative Investigations our top priority, it can take up to a year to complete an investigation based upon the complexity of issues being investigated. Though, typically the majority of our administrative investigations are completed within a two month period.

Upon completion of the Administrative Investigation a finding will be rendered for each allegation. There are four possible findings:

Sustained: The investigation disclosed enough evidence to clearly prove the allegation.

Not Sustained: The investigation failed to reveal enough evidence to clearly prove or disprove the allegation.

Exonerated: The act which provided the basis for the complaint did occur; however, investigation revealed the act was justified, lawful and proper.

Unfounded: The investigation has produced sufficient evidence to prove that the act or acts alleged did not occur. This finding shall also apply when individual personnel named in the complaint were not involved in an act that did occur.

When a finding of **Sustained** is determined, corrective action will be taken by the department. Discipline may include counseling, training, and action up to and including termination. If your complaint is sustained and punitive discipline is imposed, the employee has appeal rights. Therefore, you may be required to testify at one or more administrative proceedings.



# PLEASANTON POLICE DEPARTMENT PERSONNEL COMPLAINT FORM

\_\_\_\_\_  
Police Report Number

## ADMONITION

**YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE THE RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.**

*I have read and understand the above statement*

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date and Time

### **Section 1 (Complainant to complete this section and Section 2)**

Complainant's Full Name			Sex	Age	Bus. Phone (    )		Cell/Pager (    )	
Residence Address			City		State	Zip	Res. Phone (    )	
Location of Occurrence						Date Occurred	Time Occurred	
Employee #1 Involved			Badge #	Employee #2 Involved			Badge #	
Witness #1			Address					
City	State	Zip	Res. Phone (    )		Bus. Phone (    )		Cell/Pager (    )	
Witness #2			Address					
City	State	Zip	Res. Phone (    )		Bus. Phone (    )		Cell/Pager (    )	



# PLEASANTON POLICE DEPARTMENT CITIZEN COMPLAINT

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### Section 2 (Complainant to complete this section, and sign the bottom of the section)

#### NARRATIVE INSTRUCTIONS

In the space below, explain in your own words exactly what the officer did or did not do that you believe was wrong. If you know, give the officer's name or description and the names of any witnesses. Be as factual and complete as possible. Use as many pages (Citizen Complaint Narrative Continuation) as needed to write your statement. Please sign at the bottom of each page submitted.

Additional narrative pages are available

**COMPLAINANT'S SIGNATURE**

### Section 3 (To be completed by Police Department Personnel only)

Complaint Received By		<input type="checkbox"/> Admonition Complete	Date Received	
Initial Interview By (conducted at time complaint received)	C.A.N.	Rank	Date	Time
<input type="checkbox"/> Recorded				
Copy provided to Complainant and Division Commander <input type="checkbox"/>		Date:	By:	
Complaint to be handled by: <input type="checkbox"/> Supervisor or Watch Commander <input type="checkbox"/> Professional Standards Unit <input type="checkbox"/> Other				
Authorized By:		<input type="checkbox"/> Reclassified to Inquiry Status		
<b>Possible Violation(s):</b>				
1.	_____			
2.	_____			
3.	_____			
4.	_____			
	_____			
	Watch Commander (or equivalent)			



**PLEASANTON POLICE DEPARTMENT  
CITIZEN COMPLAINT NARRATIVE CONTINUATION**

Page \_\_\_\_\_

\_\_\_\_\_  
Police Report Number

**Narrative Continuation (*Complainant to sign the bottom of each page submitted*)**

\_\_\_\_\_  
**COMPLAINANT'S SIGNATURE**



**PLEASANTON POLICE DEPARTMENT  
CITIZEN COMPLAINT NARRATIVE CONTINUATION**

**Page \_\_\_\_\_**

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Police Report Number

**Narrative Continuation (*Complainant to sign the bottom of each page submitted*)**

\_\_\_\_\_  
**COMPLAINANT'S SIGNATURE**