

Questions and Answers about Citizen Complaints

Q: Who can make a complaint?

A: Anyone who is concerned with the conduct of an employee, policy or procedure of the Police Department. Minors under 18 years may file a complaint but will require a parent or legal guardian to sign the Citizen Complaint Form.

Q: Do I have to complain in person?

A: No, a complaint can be filed orally, either in person or by phone. Such complaints will be directed to the shift supervisor. If the supervisor is not immediately available to take an oral complaint, the receiving member of the department shall obtain contact information from the complainant. Written complaints are preferred and we encourage you to utilize the Citizen Complaint for so that we may conduct as professional an investigation as possible.

Q: What if I am not satisfied with the shift supervisor?

A: If, after taking with the shift supervisor, you still feel you have a valid complaint and some action should be taken by the department, the shift supervisor will notify the Division Commander who will then direct an investigation into your complaint and advise the findings to the Chief of Police.

Q: Who will investigate my complaint?

A: Generally, your complaint will be investigated by the accused person's immediate supervisor. Under special circumstances, it may be assigned to a special investigator.

Q: Will I find out the result of the investigation and what action is taken against the Officer/Employee?

A: You will find out the disposition of the complaint (sustained not sustained, exonerated, or unfounded). The action taken against the officer/employee is confidential and may not be disclosed.

Q: What happens if the officer/employee is found at fault?

A: That depends on the nature of the incident. Sometimes, additional training is needed on the proper procedure to follow. Other incidents may require disciplinary action, reprimand, suspension, and in very serious cases, termination. If a crime has been alleged, the District Attorney's Office will determine if criminal charges will be files and if the officer/employee will be prosecuted.

Q: Will a citizen complaint investigation a/feet any other proceedings?

A: Traffic citations or arrest charges will not be dismissed because of personnel complaint investigation, unless the investigation conclusively proves there was no basis for the citation or arrest.

Q: Can I talk to the Chief of Police?

A: The Chief of Police is available to discuss issues of concern with citizens. In the event a citizen initiates a complaint, the Chief must refer citizen contact to command staff in order to maintain neutral prospective during the complaint process. At the conclusion of a complaint investigation, the Chief will be available if necessary.

Q: Do I have any guarantee that I will be satisfied?

A: We cannot guarantee you will be satisfied with the finding. We do, however, guarantee that your inquiry will be investigated thoroughly.

Q: Do I have to be a legal resident or citizen of the United States to file a complaint?

A: No, you do not have to be a legal resident or citizen of the United States to file a complaint.