

PERSONNEL COMPLAINTS

All police departments in the State of California are required by law to have a process by which a citizen may make a complaint against police personnel. The information in this pamphlet will assist anyone who has occasion to make a complaint against any member of the Rohnert Park Department of Public Safety. Here are some of the questions we frequently encounter regarding our complaint procedures and processes.

WHAT IS A CITIZEN'S COMPLAINT?

There are two types of personnel complaints. The first is an informal complaint. This complaint is normally handled by the employee's supervisor for minor transgressions and is brought to the employee's attention by the supervisor.

The second type of complaint is a formal complaint. This is for more serious types of transgressions. The formal complaint is lodged with the employee's supervisor, Watch Commander, Division Commander or Director of Public Safety.

WHO CAN MAKE A COMPLAINT?

A personnel complaint may be made by anyone. However, if the complainant is under the age of 18, we require that the complainant be accompanied by a parent or an adult.

FROM:

TO: DIRECTOR OF PUBLIC SAFETY
ROHNERT PARK DEPARTMENT OF PUBLIC SAFETY
500 CITY CENTER DRIVE
ROHNERT PARK, CA 94928

PLEASE
PLACE
STAMP
HERE

CITY OF ROHNERT PARK DEPARTMENT OF PUBLIC SAFETY



CITIZEN COMMENDATION
& COMPLAINT
PROCEDURE

BRIAN MASTERSON
DIRECTOR OF PUBLIC SAFETY

COMMENDATIONS

Everyone enjoys receiving recognition for their efforts. Commendations, either verbal or written, are one of the best ways to let someone know that you appreciate their work. A commendation for an employee of the Rohnert Park Department of Public Safety is most often sent to the Director of Public Safety. You may also advise the employee's supervisor or Watch Commander. Your comments can be made in person, by telephone or using the form in this brochure.

A commendation may address any event that you deem noteworthy on the part of an employee whom you believe should be recognized. This may range from the display of unusual courtesy or compassion to significant life-saving measures or heroic acts. We are interested in hearing about your observations of any commendable act of behavior.

All commendations are formally documented and the affected employees will be notified.

A commendation takes only a few minutes to write or communicate. It can go a long way to let the personnel of the Rohnert Park Department of Public Safety know how you feel about them and their service.

To submit a commendation, use this form or send your letter to:

Director of Public Safety
Rohnert Park Department of Public Safety
500 City Center Drive
Rohnert Park, CA 94928

HOW CAN A PERSONNEL COMPLAINT BE MADE?

A complaint may be made by telephone, by mail, or in person. The complaint may be made at the police department, or another mutually convenient location. The department is primarily interested in learning of your concerns about police conduct or a need for improvement in our delivery of services.

WHEN CAN A COMPLAINT BE MADE?

A complaint may be made 24 hours a day. After normal business hours, a personnel complaint may be registered with any supervisor or the on-duty Watch Commander by calling 584-2600.

WHAT HAPPENS AFTER I FILE A COMPLAINT?

The complaint is received, reviewed and assigned to a supervisor for further investigation. If the supervisor is able to resolve the complaint after examining all the facts and circumstances, you will be notified.

If the complaint requires further review, it will be forwarded to a Division Commander for a formal recommendation and then to the Director of Public Safety for a final determination. You will be notified in writing concerning the disposition of the complaint.

No complaint shall be investigated until a supervisor contacts the complainant in person or by telephone to determine if a formal complaint is warranted.

ROHNERT PARK DEPARTMENT OF PUBLIC SAFETY CITIZENS REPORT FORM		
■ COMMENDATION OR ■ COMPLAINT		
PLEASE PRINT OR TYPE		
YOUR NAME:		
HOME ADDRESS:		
HOME TELEPHONE:	BUSINESS TELEPHONE:	
SEX:	AGE:	DATE OF BIRTH:
WHERE DID THIS INCIDENT OCCUR?		
DATE OF INCIDENT:	TIME OF INCIDENT:	
NAME/BADGE NUMBER OF EMPLOYEE(S) INVOLVED:		
PLEASE PROVIDE THE NAMES, ADDRESSES, AND TELEPHONE NUMBERS OF ANY PERSONS WHO MAY HAVE OBSERVED OR HAVE DIRECT KNOWLEDGE OF THIS INCIDENT.		
NAME:		
ADDRESS & TELEPHONE:		
NAME:		
ADDRESS & TELEPHONE:		
REPORTS OF POLICE MISCONDUCT		
<p>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 A 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 THIS 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.</p>		
CITIZEN'S SIGNATURE: _____		
DESCRIPTION OF INCIDENT		
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DESCRIPTION OF INCIDENT (CONTINUED)

(Continue narrative on additional pages, if needed)

WILL I HAVE TO TESTIFY IF I MAKE A COMPLAINT?

A complainant does not normally have to testify in any formal hearing. During the investigation you along with all witnesses, will be interviewed concerning the incident. The interviews will be tape recorded. It is essential to any investigation to ask all pertinent questions and obtain factual information. Once an investigation is concluded, a disposition will be determined.

Employees of the City of Rohnert Park have the right to appeal any discipline recommended or imposed. This appeal process is in accordance with Government Code Section 3300. Also called the Peace Officers Procedural Bill of Rights Act.

If you have any further questions, call the Administrative Support Unit of the Rohnert Park Department of Public Safety at 584-2650.