

The members of the Azusa Police Department are proud of the good relationship that exists between the Police Department and the community we serve. This relationship has been built on your confidence and trust in us and our providing "Professional Service to a Proud Community." To effectively perform our duties, our officers and employees must be properly trained and allowed to act independently within the bounds of authority granted by law. They must be free to exercise their best judgment and initiate action in a reasonable, lawful, and impartial manner, without fear of reprisal, while meticulously adhering to the rights afforded to all by the Constitution of the United States.

As your Chief of Police, I have the responsibility of providing a procedural system which allows for acts of alleged wrongdoing to be reported and thoroughly investigated and for disciplinary procedures which allow for corrective and punitive action when improper conduct by any member of this department has been found to be factual. This procedure is also necessary to vindicate an employee from unwarranted charges or criticism when duties have been performed legally and properly.

As your Chief of Police, I hope you will never have the need to use this form in filing a complaint against any member of our department. Should a complaint be filed, you have my assurance that it will be investigated fairly, impartially, and lawfully.

Stephan Hunt  
Chief of Police  
Azusa Police Department

#### **Why do complaints occur?**

As with all people-oriented businesses, misunderstandings do arise between police officers and citizens.

#### **Will you listen to my complaint?**

Absolutely. We want to find out what went wrong so we can see to it that it doesn't happen again.

#### **Do I have the right to complain if I am under 18 years old?**

Yes. However, you must bring a parent or guardian with you.

#### **Who would investigate my complaint?**

Either a special investigator assigned by the Chief of Police or the employee's supervisor would investigate the complaint against an officer.

#### **How do I initiate a complaint?**

You should come to the Police Department where you will be directed to an on-duty supervisor who will listen to the circumstances of your grievance. If the matter cannot be settled to your satisfaction at this point, your complaint will be formally documented. Questions, minor problems, or other inquiries may be resolved over the telephone. However, if you wish to make a formal complaint, you **must** obtain and complete a copy of this form and submit it to the police department. You will be **required** to sign your name to the formal complaint, attesting to its accuracy.

#### **Will the Chief of Police know about my complaint?**

Yes. The Chief of Police reviews all complaints against officers and employees. Each of the officer's supervisors is notified as well.

#### **What information is necessary to file a formal complaint?**

It is important that the facts be presented in a clear manner to ensure that the matter is thoroughly investigated. We need names, places, dates, times, addresses, and phone numbers of all persons who may be witnesses or who may have information regarding the incident. You can use the reverse side of this form to record that information.

#### **How closely will you really investigate?**

Very closely! We want to find out what went wrong and correct any wrongful behavior. By the same token, if a person makes a false complaint, we want to find that out. Legal action may be taken.

#### **Does that mean I could get into trouble for making a complaint?**

No, you cannot get into trouble for merely making a complaint. However, legal action may be taken against those individuals who knowingly make malicious, false allegations against an employee.

#### **What will happen to the officer or employee?**

When a thorough investigation substantiates improper conduct, the officer or employee will be disciplined by the Chief of Police in an appropriate manner. A police department cannot expect to be successful without the support of the community it serves. Our goal is to preserve the professional image of your Police Department.

#### **What if I am not satisfied with the results of this investigation?**

We sincerely hope that would never happen. If you are dissatisfied with the handling of your complaint or its outcome, you may arrange a meeting to discuss the matter in person with the Chief of Police. You may do so by telephoning the Secretary to the Chief of Police and scheduling an appointment. If, after the meeting you are still dissatisfied, you will be offered information on additional help that may be available to you.

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

Complainant's Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Address \_\_\_\_\_ Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Witness Name \_\_\_\_\_ Address \_\_\_\_\_ Phone \_\_\_\_\_

Witness Name \_\_\_\_\_ Address \_\_\_\_\_ Phone \_\_\_\_\_

Officers Involved \_\_\_\_\_

Date of Incident \_\_\_\_\_ Time \_\_\_\_\_ Location \_\_\_\_\_

Alleging Racial or Identity Profiling Yes  No

If "yes" to alleged Racial or Identity Profiling, please identify specific type(s):

Race or Ethnicity  Nationality  Gender  Age  Religion  Gender Identity or Expression

Sexual Orientation  Mental Disability  Physical Disability

Describe Complaint \_\_\_\_\_

\_\_\_\_\_

Additional Pages Attached Yes  No

(Please add additional pages if necessary)

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY IMPROPER CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZEN'S 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 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 RELATED TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS. INDIVIDUALS WHO KNOWINGLY MAKE MALICIOUS, FALSE ALLEGATIONS AGAINST AN EMPLOYEE MAY SUBJECT THEMSELVES TO LEGAL ACTION.

I have read and do understand the above statement. Signed \_\_\_\_\_ Date \_\_\_\_\_

# Azusa Police Department



*Professional Service to a Proud Community*

## Citizen Complaint Procedure