

## SANTA MARIA POLICE DEPARTMENT - 4204 PUBLIC COMPLAINT AGAINST A POLICE EMPLOYEE

1. Date/Time Reported		2. Date/Time Occurred		3. Location of Occurrence	
4. Complainant		5. Residence Address		6. Res. Phone	7. Bus. Phone
8. Nature of Complaint					
9. Complaint Against				10. To Whom Reported	
11. Witnesses (Names, Address, Phone)					

12. Details of Complaint (Be specific and use additional pages if necessary)

**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.

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Complainant

13. Signature of Complainant / Date	14. Signature of Parent (if under 18 yrs.) / Date
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### FOR DEPARTMENT USE ONLY

**DISPOSITION:**     Sustained     Not Sustained     Exonerated     Unfounded     Suspended

COMPLAINANT NOTIFIED OF DISPOSITION:  
 YES     NO (IF NO, STATE REASON)

OFFICER NOTIFIED OF DISPOSITION:  
 YES     NO (IF NO, STATE REASON)

Disposition Notification Made By:	Date of Notification:
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## **COMPLAINT AND COMMENDATION PROCEDURES**

Public trust is vital to our mission. Commendations and Complaints will be received with equal professional interest and courtesy. Both will be given appropriate supervisory attention. A compliment or complaint may be made at any time to any police supervisor. We hold our employees to a high standard and would appreciate any feedback you may have on your encounter with our staff. When describing your experience, please try and list the employee's name, incident location, and date.

### **PERSONNEL COMPLAINTS**

The Santa Maria Police Department takes seriously all complaints regarding the conduct of its members or the service provided by the Department. We will accept and address all complaints of misconduct. It is our policy to ensure that reports of misconduct can be made without concern for reprisal or retaliation.

#### **How to make a complaint:**

A complaint may be made at any time to any police supervisor. Complaints may be made in person, by telephone or in writing. When making a complaint, please ask to speak to a supervisor or the patrol watch commander. You may be provided with a complaint form to complete and sign.

#### **Who can make a complaint?**

Anyone who is dissatisfied with the conduct of a department employee, or the employee's job performance, can make a complaint. Complaints from juveniles are generally taken with their parents or guardians present.

#### **Who will investigate my complaint?**

The investigation of your complaint will be initiated by the lieutenant of the involved employee. All complaint investigations are forwarded to the Chief of Police through the chain of command for final review and disposition.

#### **What to expect:**

The assigned investigator will contact you and you may be asked to provide additional information. All investigations must be completed within one year of the complaint being made. At the conclusion of the investigation you will be notified by mail of the outcome. The law provides for the following four findings of complaints:

- **Unfounded:** The investigation proved the allegation was not true.
- **Not Sustained:** The investigation was unable to prove whether the allegation was true or not.
- **Sustained:** The investigation proved an allegation of misconduct was true.
- **Exonerated:** The allegation of officer conduct was true, but permitted by law or policy.

By law, we cannot divulge information about discipline or other administrative action that may be taken in response to sustained findings regarding your complaint.