

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 Healdsburg Police Department. 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 the formal complaint. This is for more serious types of transgressions. The formal complaint is lodged with the employee's supervisor, Watch Commander, Lieutenant, or Chief of Police.

Who Can Make a Complaint?

A complaint can be made by anyone. However, if the complainant is under the age of 18, we ask that the complainant be accompanied by a parent or an adult if made in person or the complaint form signed by a parent if submitting in writing.

When Can a Complaint Be Made?

A complaint can be made anytime by either contacting a supervisor directly or by calling 707-431-3377 and asking for the on-duty watch commander. A complaint may also be made by submitting this form via fax, email, or standard mail.

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 the Lieutenant for a formal recommendation and then to the Chief of Police for a final determination. You will be notified in writing concerning the disposition of the complaint.

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 questioned concerning the incident. 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 Healdsburg may have the right to appeal any discipline recommended or imposed. You may be asked to testify at an appeal hearing.

Commendations

A commendation may address an event that you deem noteworthy on the part of the police employee. This may range from courtesy or compassion to significant heroic acts.

All commendations are formally documented and the involved police employee notified. A commendation only takes a few minutes to write or communicate and can go a long way to let the personnel of the Healdsburg Police Department know who you feel about them and their service.

From:

To: Chief of Police
Healdsburg Police Department
238 Center Street
Healdsburg, California 95448

PLACE
STAMP
HERE

City of Healdsburg



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**HEALDSBURG
POLICE
DEPARTMENT**
.....

**CITIZEN COMMENDATION
AND
COMPLAINT PROCEDURE**

Chief Kevin Burke

Prepared by:
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