

# CITIZEN'S REPORT

## SUMMARY OF COMPLAINT PROCESS

It is preferable to file a complaint in person although complaints may also be made by telephone, mail, or other means. Complaints will be handled confidentially.

When filing your complaint you will be asked to provide the following information:

1. Your name, address, telephone number and age.
2. The name, address, telephone number and age of the alleged involved party, if other than yourself.
3. The date, time and location of the incident about which you are complaining.
4. The name of any witnesses, their addresses and telephone numbers, if available.
5. The name, address and telephone number of any person arrested during the incident.
6. The name, badge number, or identifying description of the officer(s) involved.
7. The name, address and telephone number of any attorney or other person who is representing you.

An investigator shall contact witnesses, and examine any relevant evidence and information pertinent to each allegation made in the complaint. Following completion of the investigation, a complaint disposition shall be made for each allegation.

While citizen complaints are investigated by a member assigned by the Department, the final disposition will be made by the Chief of Police. When complaints are found to be sustained, the Chief shall determine and administer appropriate corrective and/or disciplinary action. The Chief may consider one or more of the following: counseling, training, oral or written reprimand, suspension, demotion or termination.

Any person making a complaint will be notified in writing of the disposition of the complaint within 30 days of the disposition of the complaint.

### All constructive criticisms and suggestions

shall be reviewed by a supervisor and discussed with the appropriate personnel. No permanent record will be maintained, but you may be notified of any disposition taken by the Department.



**THE PLEASANT HILL POLICE  
DEPARTMENT  
WELCOMES YOUR:**

*Constructive Criticism  
Complaints  
Suggestions*

**IN THE INTEREST OF SERVING  
THE LAW ENFORCEMENT NEEDS  
OF THE COMMUNITY IN  
AN IMPARTIAL MANNER**

Chief of Police  
Pleasant Hill Police Department  
330 Civic Drive  
Pleasant Hill, CA 94523

Place  
Stamp  
Here

The Pleasant Hill Police Department is dedicated to providing quality, ethical law enforcement to the citizens it serves. While officers must have the ability to vigorously enforce the law without undue fear of reprisals, they must be held accountable for acting in a legal manner, upholding the rights of all persons.

To that end, the Department has established procedures for the reporting and investigation of reported misconduct by its employees. This brochure is part of that procedure. It is our intent that all complaints against the Department and/or its employees be investigated promptly and thoroughly.

This Department also welcomes constructive criticism and suggestions, which will be evaluated, in order to provide the highest quality of law enforcement service to all citizens.

Bryan Hill  
Chief of Police

#### CIVILIAN COMPLAINT ADMONISHMENT

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 CIVILIANS' 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 THAT COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CIVILIAN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE (5) YEARS.

IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE (PENAL CODE SECTION 148.6)

YOU SHOULD ALSO BE AWARE THAT IF YOU KNOWINGLY AND MALICIOUSLY MAKE A FALSE COMPLAINT OF MISCONDUCT AGAINST AN OFFICER, THAT OFFICER MAY SEEK MONEY DAMAGES FROM YOU IN A CIVIL LAWSUIT. (CIVIL CODE SECTION 47.5)

I HAVE READ AND UNDERSTAND THE ABOVE STATEMENT AND CERTIFY THE FOREGOING STATEMENTS BY ME ARE TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF:

Signature of Complainant or Reporting Party

Date

		Report Number	Date Report Filed
<b>REPORTING PERSON</b>			
Name (Last, First, Middle)	Home Telephone	Work / Cellular Telephone	Age
Address (City, State, Zip)			
<b>INVOLVED PARTY (if other than above)</b>		Home Telephone	Work / Cellular Telephone
Name (Last, First, Middle)			Age
Address (City, State, Zip)			
Day and Date of Incident	Time of Incident	Location of Incident	
<b>WITNESSES (IF WITNESS NOT KNOWN GIVE THEIR DESCRIPTION / VEHICLE LICENSE NUMBER)</b>			
Name	Address	Telephone	
<b>DEPARTMENT MEMBER(S) INVOLVED OR COMPLAINED OF</b>			
Name of Officer / Employee	Car No.	Badge No.	Description Of Employee
<b>PERSONS ARRESTED</b>			
Name	Address	Telephone	
<b>COMPLAINANT'S ATTORNEY OR REPRESENTATIVE (if any)</b>			
Name	Address	Telephone	
<b>SUMMARY OF CONSTRUCTIVE CRITICISM, COMPLAINT OR SUGGESTION (use additional paper if necessary)</b>			
<input type="checkbox"/> <b>ALLEGED RACIAL / IDENTITY BIAS</b>			
<b>Signature of Parent or Guardian (if complainant is under 18 yrs)</b>			
May the police interview the complainant at his/her place of employment? (circle one)		YES	NO
Signature of person receiving complaint		Rank	I.D. No.