

## **SOUTH PASADENA POLICE DEPARTMENT CITIZEN COMPLAINT REPORTING PROCEDURE**

### **PRIVATE PERSON'S COMPLAINT PROCEDURE**

The South Pasadena Police Department, in compliance with California Penal Code Section 832.5, has an established procedure to investigate complaints against employees of this department. These procedures are designed to fairly and equitably investigate complaints against department personnel, and to detect and take corrective action against employees who conduct themselves improperly. It is also intended to protect police personnel from false complaints. It is the objective of this department to provide a prompt and expeditious resolution of investigations regarding the conduct of department employees.

#### **WHO CAN FILE A COMPLAINT?**

Anyone who is directly involved or witnesses an incident from which a complaint arises may file a complaint. This may include a parent or a legal representative of an involved party.

#### **HOW CAN A COMPLAINT BE FILED?**

Complaints may be accepted in person, in writing, or by telephone. The complainant will be asked to give the names of all parties and witnesses involved and will be asked to give a complete and thorough statement.

#### **WHO WILL INVESTIGATE THE COMPLAINT?**

The complaint will normally be investigated by the employee's immediate supervisors.

#### **HOW THOROUGH WILL THE INVESTIGATION BE?**

The department's objective is to complete a thorough and impartial investigation disclosing the truth. Every effort possible will be expended to satisfactorily conclude the investigation.

#### **WHO MAKES THE FINAL DECISION?**

The Chief of Police, after reviewing all aspects of the investigation, makes the final decision on the validity of the complaint, and, if sustained, the discipline to be administered.

#### **WHAT CAN HAPPEN TO THE COMPLAINING PARTY?**

Nothing will happen to the complainant if he or she is telling the truth. Penal Code Section 148.6 makes it a crime to knowingly make a false complaint against a police officer. Where false allegations are defamatory against the officer's character and reputation, the officer has civil recourse against the complaining party.

**SOUTH PASADENA POLICE DEPARTMENT**  
**CITIZEN'S COMPLAINT FORM**

South Pasadena PD Duty Manual Vol. 4, Chapter 6, Section 675.30: Investigation Required  
Any allegation, coupled with a reasonable cause to believe that Police Department personnel have violated the law, or have violated the rules, regulations, or orders of the Department, shall be investigated. Allegations shall be reported to a supervisor. Reported violations may be in writing or oral (either in person or by telephone) by any person. All reports of misconduct shall be reported to the Office of the Chief of Police.

*Pursuant to Penal Code Section 837.7(d), the Chief of Police shall ensure that written notification shall be made to the complaining party of the disposition of his or her complaint within 30 days of the disposition. The notification provided to the complainant shall not be binding or admissible as evidence in any separate or subsequent action or proceeding brought before an arbitrator, court, or judge of this state or the United States.*

|                                 |               |
|---------------------------------|---------------|
| Date:                           | C#:           |
| Reporting Party:                |               |
| Address:                        |               |
| Home Phone#:                    | Work Phone #: |
| Date/Time of Incident:          | Location:     |
| Witness #1:                     |               |
| Address:                        |               |
| Home Phone#:                    | Work Phone#:  |
| Witness #2:                     |               |
| Address:                        |               |
| Home Phone#:                    | Work Phone#:  |
| Name of Officer/Employee:       | Badge #:      |
| Description:                    |               |
| Name of Officer/Employee:       | Badge #:      |
| Description:                    |               |
| Supervisor Accepting Complaint: | Date/Time:    |

Use other side to provide details of the nature of your complaint against the officer/employee. Please be as specific as possible with names of witnesses, dates, times, locations, and events.



