



CLEARLAKE POLICE DEPARTMENT

14050 Olympic Drive, Clearlake, CA 95422

Andrew White | Chief of Police

COMPLAINT OF EMPLOYEE MISCONDUCT

A proper relationship between the public and the police department is fostered by confidence and trust, which is essential to effective law enforcement.

Employees must be cognizant of the rights of all people, at all times. Employees also must be free to exercise their best judgment and initiate action in a reasonable, lawful and impartial manner, without fear of reprisal or undue criticism or restraint.

Therefore, pursuant to California Penal Code 832.5, it is the policy of this department to accept all complaints of alleged misconduct by our personnel. Complaints are accepted, regardless of the means by which they are communicated, whether by letter, telephone, or in person, or by any other means or device which lends itself to intelligible communication.

This complaint process provides for the proper, effective, and reasonable investigation of all complaints, resulting in corrective action being taken when warranted. This process also has the built-in protective measures to shield an employee from unjust criticism or penalty when they have properly discharged their duties.

Furthermore, the purpose of the process is to ensure the upholding of the integrity of the Police Department, by prompt and thorough investigation of actual or alleged misconduct (which shall include the violation of any department policy, rule, regulation, or order).

Our goals are to:

1. Maintain a constant check on the efficiency and fairness of our policies and procedures.
2. Absolve the innocent.
3. Establish responsibility for improper conduct when and where it exists.
4. Facilitate prompt and just discipline in accordance with the City's Personnel Rules, Regulations, and Policies and the Police Policy Manual.

Community involvement in this constructive airing and resolution of differences helps us maintain the highest quality of police services possible. Answers to frequently asked questions regarding the complaint process are on the reverse side of this letter.

Best Regards,

ANDREW WHITE
Chief of Police



COMPLAINT PROCESS FREQUENTLY ASKED QUESTIONS

The following are answers to some commonly asked questions regarding the complaint process.

DO I HAVE TO FILE A FORMAL COMPLAINT TO EXPRESS MY DISSATISFACTION?

No. Frequently complaints are based on simple misunderstandings. These can often be resolved by informally meeting with a supervisor who can explain the basis for an action or inaction.

WHO SHOULD I TALK TO FIRST?

If you have a complaint regarding procedures, policies, services, or an employee's personal conduct, it is best to begin by asking to speak to the supervisor who is responsible for the service area or employee which is of concern to you. If for some reason that supervisor is not available, an on-duty supervisor is usually available to help you. (If you are under the age of 18, you should have a parent, guardian, or responsible adult accompany you.)

WILL I HAVE TO WRITE OUT MY COMPLAINT?

No. When you talk to the supervisor, your complaint will be put in writing, either by yourself or by the supervisor receiving the complaint.

DO I HAVE TO COMPLAIN IN PERSON?

No. Although we would prefer to have complaints made in person, we will accept a complaint by telephone or letter, if necessary. All complaints, regardless of how a complaint is received, are investigated in the same thorough manner. As per the department complaint procedures, the assigned investigator will investigate the case and submit a complete investigation report.

WILL THERE BE ANY REPERCUSSIONS FOR MAKING A COMPLAINT?

You should have no fear of any action, legal or otherwise, being taken against you, if you are making a complaint in good faith.

WHO WILL INVESTIGATE MY COMPLAINT?

An uninvolved supervisor will generally be assigned to conduct the investigation.

HOW LONG WILL THE INVESTIGATION TAKE?

The investigation of a personnel complaint and subsequent actions (including the administration of discipline when warranted) are involved and time-consuming processes. The amount of time they take depends on several factors and generally varies from several months to about a year. Once the process has been completed, you will be notified of the outcome in writing if you have provided your mailing address.

WILL I BE ADVISED OF THE OUTCOME?

Once the process has been completed, you will be notified of the disposition of the complaint within 30 days of the disposition, if you have provided your mailing address.