

# **Cloverdale Police Department**



## **Citizen Commendation and Complaint Procedure**

**Mark Tuma  
Chief of Police**

### 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 department personnel. The information in this pamphlet will assist anyone who has occasion to make a complaint against any member of the Cloverdale 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 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 logged with the employee's supervisor, or Chief.

- Who can make a complaint?

A personnel complaint may be made by anyone. However if the complainant is under the age of eighteen (18), we require that the complainant be accompanied by a parent or an adult.

- How can a personnel complaint be made?

A complaint may be made by telephone, by mail, or in person. The complaint may be made at the Police Department, or a mutually convenient location. The department is primarily interested in learning of your concerns about law enforcement conduct or a need for improvement in our delivery of services.

- When can a complaint be made?

A complaint may be made 24 hours a day. After normal business hours, a personnel complaint may be registered with any supervisor, or by calling (707) 894-2150.

**Cloverdale Police Department Citizen's Complaint Form**

**Complaint**

**Commendation**

**Your name:**  
**Home Address:**  
**Home Telephone#**

**Date of Birth:** \_\_\_\_\_ **Age:** \_\_\_\_ **Sex:** \_\_\_\_

**Where did incident occur?** \_\_\_\_\_

\_\_\_\_\_  
**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Name of employee's involved:** \_\_\_\_\_

\_\_\_\_\_  
**Please provide the name, address, and telephone number of any person(s) who may have observed or have direct knowledge of the incident.**

**Name(s):** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

Name, address & phone #: \_\_\_\_\_

You have the right to make a complaint against a police officer for any improper police misconduct. California law requires this agency to have a procedure to investigate citizen's complaints. You have a 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 (5) years. Penal Code section 148.6.

I have read and understand the above statement.

Complainant:

\_\_\_\_\_

Date: \_\_\_\_\_

Statement:

Please print your narrative on the reverse side of this form. Include a detailed description of the incident. Please sign and date your narrative.

Thank you.

- 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 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 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 Cloverdale Police Department have the right to appeal any discipline recommended or imposed. In some cases, these appeals may be heard by an appeals board. You may have to testify at such a hearing.

If you have a complaint and are not sure how to proceed, a telephone call to any on-duty supervisor will provide you with the options available. If you have any further questions, call the Cloverdale Police Department at (707) 894-2150.

### **Commendations:**

Everyone enjoys receiving recognition for their efforts. Commendations, either verbal or written, are one of the best ways to let someone know that you appreciate their work. A commendation for an employee of the Cloverdale Police Department is most often sent to the Police Chief. You may also advise the employee's supervisor. Your comments can be made in person, by telephone, or by using the form in this brochure. A commendation may address any event that you deem noteworthy, on the part of an employee whom you believe should be recognized. This may range from the display of unusual courtesy or compassion, to significant lifesaving measures or heroic acts.

We are interested in hearing about your observations of any commendable act or behavior. All commendations are formally documented and the affected employees will be notified. A commendation takes only a few minutes to write or communicate. It can go a long way to let the personnel of the Cloverdale Police Department know how you feel about them and their service.

Use this form or send your letter to:

**Chief Mark Tuma  
Cloverdale Police Department  
112 Broad Street  
Cloverdale, CA 95425**



