

# PLACENTIA POLICE DEPARTMENT

401 E. Chapman Ave.  
Placentia, CA 92870

# CITY OF PLACENTIA POLICE DEPARTMENT



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Placentia, CA 92870

## CITIZEN COMPLAINT FORM

PLACENTIA POLICE DEPARTMENT  
WARD L. SMITH , Chief of Police

### DECLARANT:

(Please Print)

\_\_\_\_\_  
Last First Middle Phone

ADDRESS: \_\_\_\_\_  
Street City State Zip Code

### WITNESSES:

\_\_\_\_\_  
Name Address Phone

\_\_\_\_\_  
Name Address Phone

### OFFICER(S)/EMPLOYEE(S):

\_\_\_\_\_  
Name Badge Number

\_\_\_\_\_  
Name Badge Number

Describe the event. (In your own words, give a detailed account of the occurrence.) Present the completed form to the on-duty Watch Commander, or mail to the above address.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Attach additional sheet(s) if necessary.)

I understand, and it is my desire that this complaint will be investigated diligently. I declare that the allegations contained in this complaint are true and that if an investigation proves these allegations to be knowingly false, I will be liable to both criminal and civil prosecution.

#### OFFICIAL USE ONLY

RECEIVED BY \_\_\_\_\_

DATE \_\_\_\_\_

DISPOSITION \_\_\_\_\_

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Signature of Parent/Guardian if under 18 years of age

**PLACENTIA POLICE DEPARTMENTS  
CITIZEN COMPLAINT PROCEDURE  
IS INTENDED TO HELP YOU, THE  
COMMUNITY AND THE POLICE.**

A positive relationship of trust and confidence between members of the police department and the public they serve is essential for effective law enforcement. While the police are charged with vigorous enforcement of the law, they also have a constitutional obligation to respect and preserve the rights of all people. Police personnel must be free to exercise their best judgement in a reasonable, lawful and impartial manner without fear of reprisal.

Therefore, it is imperative that the Placentia Police Department has established a citizen complaint procedure in which we welcome criticism of the Department and valid complaints against its members or procedures.

We professionally and objectively investigate all allegations of misconduct as expeditiously as possible in order to arrive at all the facts which will substantiate the citizen's complaint or clear the employee's name.

Should you have any questions regarding these procedures, please contact the Placentia Police Department.

A copy of the complaint policy will be available upon request.

Police Information (714) 993-8164

**HOW TO MAKE A COMPLAINT**

It is recommended that you come to the Police Department in person, as the matter may be a minor misunderstanding; however you may submit your complaint by telephone or mail as well. A complaint can be made at ANY time and all information received will be treated confidentially by the Police Department.

A parent or guardian's signature is required on any complaint that is filed by a person under the age of 18.

**SUMMARY OF COMPLAINT PROCESS**

The on-duty supervisor will initially take your complaint; however, once the employee's supervisor has become aware of the alleged misconduct they will have the primary responsibility for any further investigation. The Chief of Police and City Administrator will also be notified of the complaint issued.

Each allegation shall be formally investigated in complete detail, which involves contacting all witnesses, including police officers, examination of any relevant physical evidence, and gathering all information pertinent to each allegation made in the complaint.

After completion of the investigation, a complaint disposition shall be made, based on each alleged act of misconduct.

There are four possible findings:  
**Unfounded:** The investigation discloses that the alleged act(s) did not occur or did not involve department personnel.

**Exonerated:** The investigation discloses that the alleged act occurred, but that the act was justified, lawful and/or proper.

**Not Sustained:** The investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the employee.

**Sustained:** The investigation discloses sufficient evidence to establish the act occurred and that it constituted misconduct.

You will be notified of the finding in writing at the conclusion of the investigation.

If an investigation discloses misconduct or improper job performance, corrective and/or disciplinary action will be taken.

Any complaining party who is not satisfied with the findings of the Department concerning their complaint may contact the Chief of Police to discuss the matter further.

Your valid concerns and criticisms help us to protect the community from possible misconduct from employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.

It is our mission to serve the community, protect people and property, and uphold the Constitution. As we strive toward this goal, we hope to preserve and promote an enhanced quality of life where people feel free, safe, and secure.

**PERSONNEL COMPLAINT ADVISORY**

You have the right to make a complaint against a police officer for any improper police conduct. California law requires this agency to have a procedure to investigate citizens' 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 the complaint and have it investigated if you believe an officer behaved improperly. Citizen complaints, and any records or findings relating to complaints, and any records or findings relating to complaints, must be retained by this agency for at least five 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.

**QUEJA DE JUNTA DE CIUDADANOS**

Usted tiene el derecho de hacer una queja contra un agente de policia por cualquier conducta policiaca inapropiada. La ley de California requiere que esta agencia tenga un procedimiento para investigar las quejas de los ciudadanos. Usted tiene el derecho a recibir una descripcion escrita de este procedimiento. Si despues de una investigacion esta agencia no encuentra suficientes pruebas para justificar una accion sobre su queja; aun asi, usted tiene derecho que se investige su caso, si es que usted cree que un oficial se comporto inapropiamente. Las quejas de los ciudadanos y los reportes relacionados con la investigacion que haga esta agencia, seran archivados por cinco años.

I have read and understand the above statement / Yo he leído y entiendo las declaraciones contenidas en esta pagina.  
Initial

Complainant

Date