

Telephone
(530) 865-1616
Fax: (530) 865-1626



ORLAND POLICE DEPARTMENT



J.C. Tolle
Chief of Police

CIVILIAN FORMAL COMPLAINTS AGAINST POLICE OFFICERS

To our Citizens:

As your Chief of Police, I want to assure you that your Police Department wishes to provide you the best type of law enforcement possible.

We invite your suggestions or methods of improving police services through constructive criticism of Department procedures, your comments indicating dissatisfaction with the manner or performance, or information concerning commendable actions by employees of our Department.

Each report received will be investigated and appropriate action taken. Complaints against Department personnel will be handled in a prompt and unbiased manner. Your suggestions about improved procedures, will be investigated, evaluated, and implemented when feasible to do so.

If you wish to make a report in person, please come to the police department. You will be received courteously, and thorough consideration will be given to your report. If you wish to register your report in writing, complete and mail this form. Please provide as much information as possible. Give your name and address so that we may contact you for further information, if needed.

Each report will receive my personal attention.

Remember, law enforcement is everyone's business!

Does that mean the police department wants complaints? Of course not. A complaint means our citizens are not satisfied with the service they received. We do want to know when our service needs to be improved or corrected.

But will you listen to my complaint? Certainly, we want to ensure that all citizens are satisfied with our service.

Who would investigate my complaint? Either an investigator appointed by the Chief of Police or the employee's commanding officer would investigate a complaint.

Well then, who should I go to first? You should take a complaint about an officer to the on-duty watch commander.

But I want to take this all the way to the top. I want the Chief of Police to know. The Chief of Police gets copies of all complaints against officers. Each of the employee's supervisors are notified as well.

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Do I have to complain in person? No, however it is preferred that we speak to you in person. However, we will accept a complaint by letter. Be assured that all complaints will be reviewed.

I'm under 18; do I have the right to complain? Yes, however you may want to confer with your parent or guardian at sometime.

How closely will you really investigate? Your complaint will be investigated in detail. We want to find out where we went wrong. It is as important to the Police Department as it is to the public at large that we assure that our police officers and other employees are as professional and objective as possible. However, police officers and employees also have individual rights to be free from false accusations. Person knowingly making false accusations could be liable both civilly and criminally.

Does that mean I could get in trouble for complaining? Only persons making false accusations and allegations should be concerned about getting in trouble for filing a complaint.

What will happen to the officer? That would depend on what the officer or employee did and whether the complaint is sustained. If the employee's actions are criminal, the officer or employee will be dealt with like any other citizen. If they were improper but not criminal, the Chief of Police will discipline the employee.

Will I be told the outcome of the complaint? Yes, a response in writing of our findings will be sent to you upon completion of the investigation. Details of the investigation or disciplinary action cannot be revealed pursuant to California Penal Code 832.7.

What if I am not satisfied with the results of this investigation? We sincerely hope this never happens. However, if you are not satisfied, you may contact the Chief of Police, City Manager, District Attorney, Grand Jury, FBI or your own personal attorney.

Respectfully,

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COMPLAINT AGAINST LAW ENFORCEMENT 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 CIVILIANS' 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. CIVILIAN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

I have read and understand the above statement.

Signature: _____ Date: _____
Complainant

Allegations of misconduct brought to the attention of the Department through the Civilians' Complaint process are investigated by a supervisor.

The Department makes every effort to complete civilians' complaint investigations within sixty (60) days.

Pursuant to California Penal Code §§ 832.7 and 832.8, peace officer personnel records, including civilians' complaint investigations, are confidential and are not releasable. In accordance with California Penal Code § 832.5, any member of the public may obtain a copy of the Department's Civilians' Complaint Investigation Manual

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ORLAND POLICE DEPARTMENT CIVILIAN COMPLAINT FORM

My name is Mr./Mrs./Ms _____
(First) (Middle) (Last) (Age)

I live at _____

My home phone number is (____) _____-_____. I can be reach at, or between _____ AM/PM and _____ AM/PM. I can be reached at work at (____) _____-_____. Ext: _____.

I want to complain about Officer (s) _____

Badge Number _____ Vehicle Unit Number _____ at (location) _____

This Complaint Alleges (Check all that apply)

- False Arrest Rudeness Excessive Force Improper Job Performance Misconduct
- Illegal Detention/STOP Driving
- Racial Profiling (if checked) Please state your Race or Ethnicity _____
- Identity Profiling (if checked) Check all that apply:
 - Age, Religion, Gender, Gender Expression, Sexual Orientation, Mental Disability,
 - Physical Disability
- Other: _____

Please explain below, in detail, the events that occurred.

Date of incident: _____ At about _____ AM/PM they/he/she _____

(Use back or Attach as many additional sheets as necessary)

I declare under penalty of perjury the foregoing is true and correct, executed this _____ day of _____
20____ at _____, California
City/County where signed

Signature

Signature of parent/guardian (if under the age of 18)