



HACIENDA LA PUENTE UNIFIED SCHOOL DISTRICT
POLICE AND SAFETY DEPARTMENT

15959 EAST GALE AVENUE • P.O. BOX 60002 • CITY OF INDUSTRY, CA 91716-0002 • (626) 933-3899 • FAX (626) 933-3813



JOHN BABBITT, *Chief of Police*

**Hacienda La Puente Unified School District
Department of Police and Safety**

Citizen Complaint Form

15959 E. Gale Avenue ▪ City of Industry ▪ CA ▪ 91745 ▪ (626) 933-3899



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POLICE DEPARTMENT

CITIZEN COMPLAINT FORM

Complainant's Full Name _____
 First Middle Last

Residence Address _____
 Number / Street City Zip

Home Phone Number _____ Work Phone Number _____

I Want to Complain About _____
 Officer(s) Badge(s)# Car #

Location of Incident _____ Time _____ AM/PM

Description of Events:

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 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 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.

I have read and understood the above statement.

Signature of Complainant

Date

HACIENDA LA PUENTE UNIFIED SCHOOL DISTRICT
POLICE DEPARTMENT

Police Personnel Complaint Procedure

GENERAL POLICY

A proper relationship between the public and its Police Department fostered by confidence and trust is essential to effective law enforcement within the community it serves. A Police Officer must be able to act independently and make decisions within the boundaries of the authority granted to him. The Officer must be free to exercise their best judgment and to initiate action in a reasonable, lawful and impartial manner, without fear of reprisal.

The community and the organization must have confidence in the Department's ability to investigate and properly adjudicate complaints against the Department's members.

The rights of all involved individuals must and will be preserved. Any investigation or hearing arising from a complaint shall be conducted in an open and fair manner with the truth being the ultimate goal.

Complaints made against a member of this Department shall be brought to the attention of the Internal Affairs Investigator and shall be thoroughly investigated.

PROCEDURE

- (a) All alleged or suspected violations of law, ordinances, or Department rules, regulations, or orders must be investigated. These include:
 - 1) Those violations reported to the Internal Affairs Investigator by:
 - a. Members of the Department, either orally or in writing.
 - b. Citizens (including prisoners).
 - 2) Those violations observed or suspected by supervisors.
- (b) Upon receipt of information of alleged misconduct on the part of any member of this Department, the member receiving such information shall refer the matter to the Internal Affairs Investigator for preliminary investigation.
- (c) If a "formal" complaint is filed, the Internal Affairs Investigator who takes the complaint will make every effort to obtain a written statement and/or tape recording from the complainant regarding the circumstances of the complaint. If the complainant refuses to participate, the Internal Affairs Investigator shall prepare the complaint as told by the complainant.
- (d) If, in the opinion of the Internal Affairs Investigator at the time the complaint is received, the incident is of sufficient gravity to demand immediate action, the Internal Affairs Investigator shall notify the Chief, regardless of the hour. In addition, the Internal Affairs Investigator shall take any immediate action necessary to preserve the integrity of the Department until the arrival of the Chief or his designee.
- (e) The complaint will be forwarded to the Chief within 48 hours of receipt. If warranted, the Chief will assign the matter for investigation. In some limited cases, the matter may be assigned to an administrative member for investigation.

Police Personnel Complaint Procedure

Page 2

- (f) The person assigned to investigate the complaint may notify the involved members(s) at the time of receipt, or at any time prior to interviewing the member. This assumes the investigation is not the type that would be jeopardized by disclosure.
- (g) The person assigned to investigate the complaint shall contact the complainant within 48 hours by telephone or in person after assignment for investigation. The investigator will inform the complainant of his name, briefly review the facts of the complaint being investigated, and review the parameters of the investigative process. In the event the investigator is unable to contact the complainant, the investigator shall, within five working days of receiving the complaint for investigation, mail the complainant a letter (return receipt requested) seeking the complainant's participation and cooperation. If no response is received within ten days of the mailing, the investigation may be discontinued due to lack of cooperation by the complainant. The decision to discontinue an investigation shall rest with the Chief of Police and Safety.
- (h) Any complaint made while criminal charges are pending against the complainant and/or a trial if pending may result in the suspension of the investigation until the matter is adjudicated. The decision to suspend an investigation shall rest with the Chief of Police and Safety.
- (i) The person assigned to investigate the complaint shall conduct a thorough, complete and accurate investigation. Such investigation shall include, but not be limited to, gathering and preserving any physical evidence relevant to the matter; formal statements from all witnesses, and any other concerned persons and all other information bearing on the matter. All Government Code provisions under Section 3300 (Peace Officer Bill of Rights) will be enforced.
- (j) A complete written report of the investigation shall be prepared and forwarded to the Chief of Police and Safety without unnecessary delay.
- (k) If disciplinary action is to be administered, the Chief will usually prepare the Notice of Intent to Administer Disciplinary Action, thus becoming the recommending authority.
- (l) At the conclusion of the investigation, the Chief of Police and Safety shall notify the investigated member and the complaining party of the investigation outcome.