

EL CAJON POLICE DEPARTMENT

CITIZEN COMPLAINT PROCEDURE

In compliance with California State Law 832.5 P.C., the City of El Cajon Police Department hereby provides a written description of its procedure to investigate citizen's complaints against personnel of the El Cajon Police Department.

The El Cajon Police Department in its continuing effort to maintain a high standard of service and positive relations with the Community, invites constructive criticism of its programs, personnel and services. Citizens are encouraged to contact the Police Department regarding any situation they believe to be objectionable or unreasonable. It is the Administration's policy to investigate all complaints received regarding police personnel.

Complaints against Police Department personnel shall be received by the division commander. If the division commander is unavailable, the duty watch commander shall receive the complaint. In some cases the complainant may receive sufficient information in the initial contact so as to satisfactorily resolve the complaint or misunderstanding without further action.

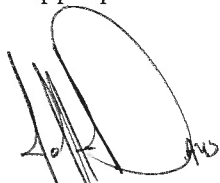
If the complainant desires to file a "Citizen's Complaint," the duty watch commander will then provide a form which requires identification of complainant, a written statement describing the complaint and signature by the complainant. If a complaint is taken over the telephone, the 148.6 P.C. statement will be read to the complainant and a notation made, on the form, of the date and time acknowledgement by the complainant was made.

If the complainant does not desire to or cannot make a written statement, a taped recording of said complaint can be made of the conversation with the duty watch commander.

The complaint will be forwarded to the Chief of Police, and then assigned for investigation. The investigation may encompass some length of time depending on the complexity of the complaint. All cases will be investigated as promptly as possible.

Completed investigations of citizen complaints are returned to the Chief of Police and the City Manager for review. A complaint may be classified as sustained, not sustained, exonerated, or unfounded.

At the conclusion of the investigation, a letter will be sent notifying the complainant that the investigation has been completed and the outcome of the investigation (i.e.: sustained, not sustained, exonerated, or unfounded). In the event the investigation discloses misconduct, appropriate administrative action will be taken.



Jeff Davis
Chief of Police