



CITY OF GALT
POLICE DEPARTMENT

Loren Cattolico, Chief of Police
455 Industrial Drive • Galt, CA 95632

MEMORANDUM

Office: 209.366.7000
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Galt Police Department
Citizen Complaint Process

POLICY

The Galt Police Department shall accept and thoroughly investigate all complaints of alleged misconduct against department personnel and complaints pertaining to departmental policies and procedures.

PURPOSE

This directive establishes procedures for accepting and investigating complaints involving department employees and/or departmental policies or procedures. The purpose for accepting and investigating complaints is to ensure that the integrity of the department is maintained. Complaints will be thoroughly investigated in an impartial manner and reviewed to assure objectivity and fairness.

The purpose of these impartial investigations is to:

1. Clear those improperly accused of misconduct.
2. Establish fault for violations of law or policy.
3. Facilitate prompt, appropriate, disciplinary action commensurate with the nature of the misconduct.
4. Reveal any faulty practices and procedures relating to human interactions and department policy.
5. Ensure employees perform their respective duties in the approved manner.

BACKGROUND

Section 832.5 of the California Penal Code requires the police department to establish a procedure to investigate citizens' complaints against the department's personnel and to make a written description of the procedure available to the public.

DEFINITIONS

A complaint is a report of any alleged action by department personnel or alleged inappropriate policies or procedures that, if proven, would adversely affect the department's operational efficiency or relations with the public.

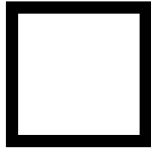
HOW COMPLAINTS ARE RECEIVED

All reports of alleged employee misconduct or inappropriate policies will be accepted and can be made in person, by mail, by phone, or any other reasonable mode of transmission. No employee is to discourage a citizen from making a complaint, and citizens shall not be told to return to make a complaint later.

In Person. Citizens wishing to make complaints in person are to be referred to a watch or bureau commander. If the watch commander or bureau commander is not available, the citizen should be referred to another on-duty supervisor or the Officer in Charge (OIC). The citizen can complete the complaint form or they can write a memorandum about the complaint to the Operations Commander. If no supervisors are available, the citizen should be provided with a Complaint Procedures letter and a complaint form.

Phone. Citizens who call the police department to make a complaint should be referred to the watch commander; if the Watch Commander is not available, then another supervisor should handle the complaint. If no supervisory personnel are on duty the citizen should be referred to The Officer in Charge (OIC). The watch commander, supervisor or OIC, should take all necessary information over the phone and, if necessary, prepare and forward a memorandum to the Operations Division Commander. If requested by the complainant, it might be appropriate to mail the citizen a "Complaint Procedures" letter, and a complaint form asking the citizen to complete the forms and return them to the department.

Mail. All complaints received by mail will be forwarded to the Office of the Chief of Police and then routed to the appropriate Division Commander.



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SUMMARY OF COMPLAINT PROCESS

After your complaint is filed, a police department member, assigned by the Chief of Police, will promptly gather all information pertinent to each allegation of misconduct in the complaint. The final disposition on the case will be made by the Chief of Police. You will be notified by letter at the conclusion of the investigation. When complaints are found to be sustained, the Chief of Police shall determine and administer appropriate corrective action.

City Of Galt

OFFICE OF THE CHIEF OF POLICE

CITIZEN'S COMPLAINT REPORT

GALT POLICE DEPARTMENT
WELCOMES YOUR
COMPLAINTS

*GALT POLICE DEPARTMENT
"A COMMITMENT TO SERVICE"*

**GALT POLICE DEPARTMENT
455 INDUSTRIAL DRIVE
GALT, CALIFORNIA 95632**

The Galt Police Department wishes to provide you with the best professional law enforcement available anywhere.

In order to assist us in providing this service, we invite your comments indicating dissatisfaction with manner or performance of Officers which you feel should be brought to my attention.

Each report received will be investigated and appropriate action taken. You will then be informed of the completed investigation.

If you wish to make a personal report, you may come to our office at 455 INDUSTRIAL DRIVE, or call (209)366-7000. You will be received courteously and thorough consideration will be given 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. Upon request, any information you give will be kept confidential.

Please feel free to express yourself on any matter which you feel should be directed to my attention. Every letter of complaint, will receive my personal attention. Remember law enforcement is everybody's business, and your Police Department can only be as good as the citizens of Galt want it to be.

Sincerely,

Loren Cattolico
Chief of Police

CITIZEN'S COMPLAINT REPORT

PRINT YOUR NAME:

TELEPHONE:

ADDRESS:

DAY, DATE & TIME OF INCIDENT:

WHERE DID INCIDENT TAKE PLACE?

WITNESSES NAMES, ADDRESSES AND PHONE #'S:

If a person was arrested, please list their Name, Address & phone # if known:

If an Officer was involved, please list their Name, Badge #, Car # or any other identification information as possible:

Print the nature of complaint, and provide as much detail as possible (attach separate sheets if necessary):

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.

I have read and understand the statement: complainant _____ Date: _____