

**Napa Police Department
Citizen Complaint Procedures**

It is the policy of the Napa Police Department to thoroughly investigate complaints of misconduct made against its employees. In order to do so, we must rely on the complainant to provide us with **truthful** and **factual** information.

Your statement should include:

- A factual account of how and where you believe the event occurred.
- Your explanation as to why you believe the employee(s) conduct was inappropriate.
- A detailed list of any injury or loss you may have suffered.
- A list of any witnesses (names and contact information).

Once you have read, understand and have signed this form, a supervisor will speak with you about your complaint. Complaints can be handled informally or formally, depending on the meeting between the supervisor and complainant. If a formal investigation is initiated, the completed investigation will be reviewed by the Chief of Police, who will determine the ultimate disposition. You will be notified, in writing, within thirty (30) days of the Police Chief's determination and disposition. The investigation will lead the Police Chief to any of the following dispositions:

SUSTAINED – The investigation clearly proved the acts or omissions alleged in the complaint occurred and were a violation of some law, policy or procedure.

NOT SUSTAINED – The investigation could NOT clearly prove the acts or omissions alleged in the complaint did, in fact, occur.

EXONERATED – The investigation clearly proved the acts or omissions alleged in the complaint did, in fact, occurred but that they were proper and/or not in violation of any law, policy or procedure.

UNFOUNDED – The investigation clearly proved the acts or omissions alleged in the complaint did NOT occur or that the employee accused did not commit them.

In order to maintain the highest standards of professionalism, it is our policy to take appropriate corrective action if a complaint is sustained, and if the misconduct alleged and proven violates some policy, procedure or law. This corrective action may include, but is not limited to: training, counseling, oral reprimand, written reprimand, suspension from duty without pay, reduction in rank or pay, or termination of employment. However, as a matter of law, in order to sustain any such administrative action, the complaint must be **PROVEN** by a "preponderance of evidence" and legally supported. That means the evidence, which tends to show the employee did act improperly must clearly outweigh the evidence that he/she did not.

I HAVE READ AND UNDERSTAND THE ABOVE STATEMENT.

Date: _____ Printed Name: _____

Address: _____

Signature: _____ Phone: _____

Signature of Parent/Guardian, if under 18 years of age: _____

