

## PROFESSIONAL STANDARDS

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 the 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 above statement.

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date

## INVESTIGATIVE PROCEDURE

Due to the COVID-19 pandemic, in-person complaints are not permitted at this time. Please mail completed Citizen Report forms to: Office of the Chief, Concord Police Department, 1350 Galindo Street, Concord, CA 94520 or e-mail to [contactcpd@cityofconcord.org](mailto:contactcpd@cityofconcord.org) and know that you have the option of remaining anonymous.

If you desire to identify yourself you will be asked to provide the following information:

1. Your name, address, and telephone number;
2. If a specific incident is involved, the date, time, and location of that incident;
3. The names of any possible witnesses and telephone numbers, if available;
4. If the incident involves an arrest, the name, address, and telephone number of the individual arrested, if available;
5. If the incident involves a member of the department, his name, position in the department, and car or badge number, if available;

6. Details of the subject matter which prompted your interest;
7. In some circumstances you may be asked to voluntarily cooperate with a polygraph examination.

A member of the department will be assigned to contact you and an investigator will interview all available witnesses, involved department members, and will examine all relevant documentary and physical evidence.

Each citizen's report will be examined on its own merit. Should your citizen's report involve an allegation of improper action by a member or members of this department there are four possible findings which will result from our investigation:

1. **Sustained:** the investigation disclosed sufficient evidence to clearly prove the allegation;
2. **Not sustained:** the investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation;
3. **Unfounded:** the investigation has produced sufficient evidence to prove that the act or acts complained of did not occur as alleged; or
4. **Exonerated:** the acts which provided the basis for the allegation occurred; however, investigation revealed that the acts were justified, lawful, and proper.

Should the investigation of this Citizen Report indicate improper actions by a member of this department, I will initiate corrective action in accordance with the policies and procedures employed in this department. Such actions may include counseling, retraining, or disciplinary action against the employee.

Citizen Reports are investigated by members of the department specifically assigned by me. As Chief of Police I feel it is my responsibility to review the final report and approve the findings of an investigation. You will be notified upon the completion of the investigation which is initiated by your report.

### *In Summary...*

A Citizen Report assists me in maintaining the quality of law enforcement in the City of Concord and provides means for improvement. They additionally assure the citizen that corrective action is taken if there is misconduct by a member of the Concord Police Department. Further, a thorough and impartial investigation procedure protects police officers from unwarranted accusations.

# Citizen Report Procedure and Form...



## The Concord Police Department

**welcomes your** complaints,  
constructive criticism, suggestions  
and information in the interest of  
better law enforcement.

\_\_\_\_\_  
1350 Galindo Street  
Concord, CA 94520  
(925) 671-3220

