



DISCOVER GOLD . . . DISCOVER OROVILLE

2055 LINCOLN STREET • OROVILLE, CALIFORNIA 95966-5385

CHIEF OF POLICE
(530) 538-2451

CITIZEN COMPLAINT INVESTIGATION PROCEDURE

There are five (5) steps in our procedure to investigate citizen complaints. They are as follows:

1. Complaint Intake;
2. Documentation;
3. Assignment and Action;
4. Investigation Disposition;
5. Notification to Involved Parties.

Complaint Intake:

You will discuss your complaint with a supervisor, fill out the necessary forms, and write out statements. The supervisor will give you an estimate of how long the investigation process shall take.

Documentation:

The assigned investigator will review all documents, past complaints, credibility of witnesses, and other data that may be pertinent to the allegation.

Assignment and Action:

The conduct review will assess the situation to see if any criminal violation may be involved. If so, a separate investigation will be conducted into the alleged criminal matter. It is possible, therefore, to have two (2) investigations into the same allegation.

Investigation Disposition:

The final disposition of the case will be one of the following:

- a. *UNFOUNDED* – when the investigation discloses that the alleged act(s) did not occur or did not involve department personnel. (Complaints which are determined to be “frivolous” [See: Penal Code Section 832.5(c)] will fall within the classification of unfounded);
- b. *EXONERATED* – when the investigation discloses that the alleged act occurred, but was justified, lawful, and/or proper;
- c. *NOT SUSTAINED* – when the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the employee;
- d. *SUSTAINED* – when the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct;

NOTE: If an investigation discloses misconduct or improper job performance which was not alleged in the original complaint, the investigator shall take appropriate action with regard to any additional allegations.

Notification to Involved Parties:

You will be notified in writing of one of the above dispositions within 30 days of the conclusion of the investigation.

Further Information:

Generally, complaints will not be accepted from persons who are intoxicated.

You should understand that if you knowingly make false accusations, you may be liable to civil or criminal recourse. You may also be asked to submit to a Computer Stress Voice Analysis (CVSA) examination as part of the investigation, but you cannot be compelled to take a CVSA as part of this investigation; however, it may be able to help us determine the truth.

If you have any further questions with regard to this procedure, please call one of the numbers below and ask to speak with a supervisor.

(530) 538-2451

(530) 538-2448

Oroville Police Department

Citizen Complaint Investigation
(To Be Completed by Supervisor)

Complainant's Full Name _____

Residence Address _____ Phone _____

Complainant Information: Male _____ Female _____ Age _____ Date of Birth _____

Victim (if other than complainant) _____

Victim's Address _____ Phone _____

Incident Location _____ Date _____

Police Agency Involved _____ Officer _____

Description of Police Vehicle _____ Uniform _____

Action Complained of _____

Injured Person _____ Address _____

Type of Injury _____

Injured Person _____ Address _____

Type of Injury _____

Witness _____ Address _____

Witness _____ Address _____

Witness _____ Address _____

Witness _____ Address _____

What was complained of at the time of the incident? _____

Does Complaint Involve an Arrest? _____ Case Number _____

Name/Description of Person(s) Arrested: _____

Complaint Received by: Supervisor _____ Date/Time _____

_____ In Person _____ By Telephone _____ By Mail _____ Other

If possible, have the complainant submit a written statement.
