



PORT HUENEME POLICE DEPARTMENT

250 North Ventura Road
Port Hueneme, Ca 93041
805-986-6530/ 805- 488- 2633 (fax)
Andrew Salinas – Chief of Police



CIVILIANS' COMPLAINT PROCEDURE

ABOUT US

The Port Hueneme Police Department is responsible for protecting the lives and property of the citizens of the City of Port Hueneme. This department receives or handles more than 30,000 calls for service annually. Port Hueneme police officers serve as arbitrators in thousands of cases where they are asked to resolve differences between individuals or groups. Many times the decisions made by the officers will restrict the freedom and liberty of these persons. Often these decisions materially affect the course of people's lives.

We fully realize that our involvement in complex and often emotionally charged situations may not always result in a level of performance you, the civilian, have grown to expect. For this reason the Port Hueneme Police Department has a well-defined procedure for assisting civilians who wish to voice their grievances against our operations, policies, or employee conduct.

All investigations are thorough, objective, and are aimed at maintaining public confidence and departmental integrity. The goal is neither to condemn nor exonerate, but rather identify and evaluate all the facts surrounding the incident in question.

INVESTIGATION PROCEDURES

Personnel complaints are classified as either Informal or Formal.

An Informal complaint is a matter in which the complaining party is satisfied that appropriate action has been taken by a department supervisor of rank greater than the involved employee(s). Often times, Informal complaints can be resolved with an explanation of department policies and procedures, or how the law pertains to the incident in question. If you wish only to discuss an Informal complaint, you can do so by asking to speak with the Watch Commander or any Supervisor, 24-hours a day, seven days a week.

A Formal complaint is a matter in which the complaining party requests further investigation or which a department supervisor determines that further action is warranted. The person receiving your concern will ask you to provide as much information as possible regarding the incident. If you were involved in or witnessed the incident, it is extremely important to the investigation that a statement is obtained from you. A complaint can be made in person, in writing, or by telephone. Complaint Forms are also available in the Police Department lobby.

Depending on the circumstances of your concern, it may be investigated in one of two ways. It will either be forwarded to the employee's supervisor for inquiry or the Professional Standards Supervisor for investigation. Each allegation is examined on its own merits. Formal investigations require investigators to contact all available witnesses, including police officers, examine any relevant physical evidence and gather all information pertinent to each allegation made in the complaint.

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The Chief of Police will render a finding in each case. There are four possible findings:

Sustained: The investigation disclosed enough evidence to clearly prove the allegation.

Not Sustained: The investigation failed to reveal enough evidence to clearly prove or disprove the allegation.

Exonerated: The act that provided the basis for the complaint did occur; however, investigation revealed the act was justified, lawful, and proper.

Unfounded: The investigation has produced enough evidence to prove that the alleged act(s) did not occur or did not involve Port Hueneme Police Department personnel.

An exhaustive investigation can be time consuming, however, you will receive written notification of the finding within 30 days of the Chief of Police officially rendering that finding. When a finding of **Sustained** is determined, corrective action will be taken. California State law prohibits the Department from revealing specific disciplinary action taken against an employee, however if your complaint results in discipline to the employee, you may be requested to testify at one or more administrative proceedings.

California Penal Code Section 832.5(a)(1): "Each department or agency in this State which employs peace officers shall establish a procedure to investigate complaints by members of the public against the personnel of such department or agencies, and shall make a written description of the procedure available to the public."

Your valid concerns and criticisms help us protect the community from possible misconduct by employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.

REQUEST FOR REVIEW OF PROFESSIONAL CONDUCT



Port Hueneme Police Department
250 North Ventura Road
Port Hueneme, California 93041
Chief Andrew Salinas (805) 986-6530



Name of Complainant: _____ Date of Birth: _____

Address: _____ Home Phone: _____

Email Address: _____ Cell Phone: _____

Witness: _____ Date of Birth: _____

Address: _____ Home Phone: _____

Email Address: _____ Cell Phone: _____

Witness: _____ Date of Birth: _____

Address: _____ Home Phone: _____

Email Address: _____ Cell Phone: _____

Date and Time of Incident: _____

Location of Incident: _____

Officer(s) Involved: _____

Description of Events: _____

(use additional pages if necessary)

WARNING: It is a violation of section 47.5 of the California Civil Code to knowingly file a false complaint against a person and doing so can subject you to civil action.

I hereby certify that, to the best of my knowledge, the above statements are true and correct.

Signature of complainant: _____ Date: _____
(or parent if under 18 years)

Person receiving complaint: _____ Date: _____ Time: _____