PERSONNEL COMPLAINTS

The Saddleback College Police Department has a strict policy of maintaining good law enforcement community relations. To achieve this goal, it is imperative that all complaints against members of the Department be thoroughly investigated. We want to know when our service needs to be improved and we also want to provide a means for citizens to redress grievances against the Department members.

The following is information on how to make a formal complaint and answers some commonly asked questions about our procedures.

IN WHAT FORM MAY I MAKE MY COMPLAINT?

- Complaints are accepted in writing, and in person. In making a complaint, please use the attached Personnel Complaint Form. You may mail or walk the form to the following address:

  Saddleback College Police Department  
  28000 Marguerite Parkway  
  Mission Viejo, Calif. 92692  
  Attn: Chief of Police

WHO WILL INVESTIGATE MY COMPLAINT?

- Complaints will be handled by the Chief of Police or designee. Complaints can be lodged during normal business hours at the Campus Police Station.

- After normal business hours, the written Personnel Complaint Form can be completed and either mailed or walked in to the Police Station.

- Upon receipt of the written complaint, a member of the Department may interview you.

IF I WRITE MY COMPLAINT, WHY DO YOU WANT TO TALK TO ME?

- The Department wants to do a complete investigation of all sincere complaints. Departmental employees are also interviewed, which can lead to a version of events that varies from what is written by a complainant. Fairness to both sides requires that involved parties and witnesses also be interviewed in an attempt to ascertain the truth. Certain facts, recollections, or evidence not originally considered by the complainant could be vital in determining the facts of the incident.

WHAT WILL HAPPEN TO THE DEPARTMENTAL EMPLOYEE?

- That will depend on what, if anything, the employee did wrong. If the actions were criminal, the employee will be dealt with like any other citizen. If their behavior was improper but not criminal, the employee may be disciplined by the Chief to the degree warranted by the individual situation. Disciplines can range from reprimands through suspensions to termination.

WILL I BE INFORMED REGARDING THE OUTCOME OF THE INVESTIGATION?

- Yes. The Chief of Police will mail you a letter within 30 days of the disposition of the case (CPC832.7)
PERSONNEL COMPLAINT FORM

After completed and returned by complainant assign a CAD/DR# (If applicable): ____________________

Name of Complainant: _________________________________________________________ Date Reported: ______________

Address: _________________________________________________________________________ City/State/Zip: __________________

Residence Phone: _______________________________________________________________ Business Phone: _______________

Date and time of Incident: ____________________________________________________________________________________ ___________

Location of Incident: _____________________________________________________________________________________________________

Name (if known) or description of employee(s) involved: ___________________________________________________________

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Name, address & phone number of witness(es): _________________________________

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Summary of Complaint: _________________________________________________________________________________________________

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Statement of Complaint (continued):
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Please sign and date this complaint from and return it to us, so we can proceed with the investigation.

*By signing this form, I certify that the statements contained in it are true and correct to the best of my knowledge and belief.*

______________________________________________________________  ______________________________________________
Signature       Date

______________________________________________________________
Name (Please print)

*California Penal Code Section 832.5. (a) (1) Each department or agency in this state that employs peace officers shall establish a procedure to investigate complaints by members of the public against the personnel of these departments or agencies, and shall make a written description of the procedure available to the public.*