



RIALTO POLICE DEPARTMENT
128 N. Willow Avenue · Rialto, CA 92376 · (909) 820-2550
PERSONNEL COMPLAINT FORM

Page ____ of ____

COMPLAINANT (NAME: LAST, FIRST, MIDDLE)		DATE OF BIRTH	TELEPHONE
ADDRESS (STREET, CITY, ZIP)			BUSINESS TELEPHONE
WITNESS (NAME: LAST, FIRST, MIDDLE)			DATE OF BIRTH
ADDRESS (STREET, CITY, ZIP)			TELEPHONE
LOCATION OF OCCURRENCE			
OFFICER INVOLVED (NAME)		BADGE #	CAR #
OFFICER INVOLVED (NAME)		BADGE #	CAR #
SPECIFIC ALLEGATION: <input type="checkbox"/> HARASSMENT <input type="checkbox"/> FALSE ARREST <input type="checkbox"/> VIOLATION OF CIVIL RIGHTS <input type="checkbox"/> OTHER _____ <input type="checkbox"/> PHYSICAL ABUSE			
SPECIFIC DETAILS OF INCIDENT:			
I hereby certify that the above facts are true and correct.			
SIGNATURE OF COMPLAINANT			DATE/TIME
PERSON RECEIVING COMPLAINT			DATE/TIME
<p>YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A PEACE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE COMPLAINTS FROM MEMBERS OF THE PUBLIC. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS 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 A RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. COMPLAINTS FROM MEMBERS OF THE PUBLIC AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED AT LEAST FIVE YEARS.</p> <p>IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE. (148.6 CALIFORNIA PENAL CODE)</p>			
I have read and understand the above statement.			
SIGNATURE OF COMPLAINANT			DATE/TIME
<input type="checkbox"/> TELEPHONE COMPLAINT		PERSON RECEIVING TELEPHONE COMPLAINT	
THE ABOVE STATEMENT (IN BOLD) WAS READ TO COMPLAINANT.			

The City of Rialto Police Department realizes it must be responsive to input from the citizens in the community. All members of the Rialto Police Department encourage citizens to report what they believe to be acts of police misconduct. The complaint must be made in good faith, and the Department pledges to respond swiftly, thoroughly, and fairly to bonafide reports of alleged misconduct.

Not all contacts with the police are of an unfavorable nature, which would cause a complaint to be made. The greater majority of these contacts involve public assistance information, or in some cases life saving action by a police officer.

The Rialto Police Department constantly seeks ways to improve our service to the community. We have pledged ourselves to professional and dedicated police service. To help us maintain this objective, we sincerely appreciate your comments.

Chief of Police

DOES THAT MEAN THE POLICE DEPARTMENT WANTS COMPLAINTS?

Of course not. A complaint may mean that someone has not done a good enough job. But, we do want to know when our service needs to be improved or corrected.

But, will you listen to my complaints?

Certainly. We want to find out what went wrong. If anything, so that we can see to it that it does not happen again.

Who would investigate my complaint?

Either an investigator from the Professional Standards Division or the employee's supervisor would investigate a complaint against an officer / employee.

Well, then, who should I go to first?

You should take a complaint about an officer to his/her supervisor. If he/she is not there, ask for the on-duty Watch Commander.

But I want to take this all the way to the top. I want the chief of police to know.

And he will. The Chief of Police receives copies of **ALL** complaints against officers. Each of the officer's supervisors is notified as well.

Do I have to complain in person?

No. We prefer to talk in person, however, if there are valid reasons this cannot be done, your complaint can be made over the phone or mail. Generally, we do not accept a complaint from another party on your behalf, as this would be considered hearsay information and could leave out important facts needed for an investigation. After receiving your complaint, a Department supervisor will contact you.

I'm under 18; do I have the right to complain?

Yes. Just bring one or both of your parents or guardians in with you.

Will I have to write my complaint out?

We have found it is much easier to investigate a written complaint, so we prefer them that way. If there are valid reasons this cannot be done, we will make other arrangements.

How close will you really investigate?

Very closely! We want to find out where we went wrong. On the other hand, if the person makes a **FALSE** complaint, we want to make that determination.

What will happen to the officer?

That will depend on what he/she did. If his/her actions were criminal, he/she would be dealt with like any person. If they were improper, but not criminal, he/she will be disciplined by the Chief of Police.

- ❖ The members of the Rialto Police Department are committed to providing professional, ethical and courteous community oriented service through dedication to teamwork.
- ❖ We will administer the law of our community in a fair, ethical and equitable manner, taking into consideration not only the letter of the law, but also the spirit of the law.
- ❖ We recognize diversity are innovative in our crime suppression efforts and strive for excellence in our organization through communication and training.
- ❖ We encourage innovation and technology that enhances the professionalism of the department, growth of the individual and the quality of life in the community. As members of the Rialto Police Department, we possess a great deal of pride serving our chosen profession:

SUMMARY OF COMPLAINT PROCESS

AFTER YOUR COMPLAINT IS FILED, A POLICE DEPARTMENT MEMBER ASSIGNED BY THE CHIEF OF POLICE WILL PROMPTLY GATHER ALL INFORMATION PERTINENT TO EACH ALLEGATION OF MISCONDUCT IN THE COMPLAINT. THE CHIEF OF POLICE WILL MAKE THE FINAL DISPOSITION ON THE CASE. YOU WILL BE NOTIFIED BY LETTER AT THE CONCLUSION OF THE INVESTIGATION. WHEN COMPLAINTS ARE FOUND TO BE SUSTAINED, THE CHIEF OF POLICE SHALL DETERMINE AND ADMINISTER APPROPRIATE CORRECTIVE ACTION.

SUMARIO DEL PROCESO DE QUEJAS

USTED TIENE EL DERECHO DE PRESENTAR UNA QUEJA EN CONTRA DE UN OFICIAL DE POLICÍA CON MOTIVO DE CUALQUIER CONDUCTA INAPROPRIDA. LA LEY DE CALIFORNIA REQUIRE QUE ESTA AGENCIA CUENTE CON UN PROCEDIMIENTO PARA LA INVESTIGACIÓN DE QUEJAS DE LOS CUIDADANOS. USTED TIENE EL DERECHO A UNA DESCRIPCIÓN POR ESCRITO DE ESTE PROCEDIMIENTO. ESTA AGENCIA PODRÍA CONCLUIR, DESPUÉS DE UNA INVESTIGACIÓN, QUE NO HAY PRUEBAS SUFICIENTES COMO PARA QUE SE AMERITE TOMAR ACCION RESPECTO DE SU QUEJA; SIN EMBARGO, AÚN EN TAL CASO, USTED TIENE EL DERECHO DE PRESENTAR SU QUEJA Y DE QUE ÉSTA SEA INVESTIGADA SI USTED CREE QUE UN OFICIAL SE COMPORTÓ DE MANERA INDEBIDA. LAS QUEJAS DE LOS CUIDADANOS Y CUALESQUIERA DETERMINACIONES O INFORMES RELACIONADOS CON LAS QUEJAS DEBEN SER CONSERVADOS POR ESTA AGENCIA DURANTE POR LO MENOS DE CINCO AÑOS.