

CITIZEN COMPLAINT PROCEDURE



WEST COVINA POLICE DEPARTMENT

A collaborative relationship between the public and its Police Department, fostered by confidence and trust, is essential if there is to be effective law enforcement. The Police Department employees must be able to act independently and make decisions within the bounds of the authority granted to them by policy and law. The employee must be free to exercise his/her best judgment and initiate action in a reasonable, lawful, and impartial manner without the fear of reprisal; meticulously observing the rights of all people.

The mission of the West Covina Police Department is to provide the highest quality of police service to our citizens, which includes the prompt and thorough investigating of citizen complaints. The Department has established investigative and disciplinary procedures which will not only subject personnel to corrective action when improper conduct is determined, but will also serve to vindicate personnel from unwarranted charges or criticism when duties are properly performed. Findings resulting from these investigations also help to improve the overall quality of service our Department provides to our community. For your convenience, Citizen Complaint forms are available in English, Spanish, Tagalog, and Chinese. The West Covina Police Department also provides translation services to assist in the

complaint process. Citizen Complaint forms can be located in the Police Department Lobby or printed from our department's website at www.wcpd.org, under the ONLINE tab.

COMPLAINT PROCESS

As with all people-oriented businesses, misunderstandings do arise as to the lawful role of the Police Officer in handling various situations. For this reason, we encourage you to first seek out an on-duty supervisor to discuss your complaint as a suggested "first step" in the complaint process. The on-duty field supervisor and/or Watch Commander can be reached by telephone at (626) 939-8500, or in person by visiting our station lobby (1444 W. Garvey Ave) and requesting to speak with them about your concerns. This proposed "first step" in the complaint process is not mandatory, nor will it preclude your complaint from being heard if you choose not to first discuss your complaint with a supervisor. This suggestion is offered as a means to help alleviate any misunderstandings about the Officer's actions in a given situation and often times leads to an early and satisfactory resolution. If your complaint cannot be settled to your satisfaction after speaking with the supervisor, the next step would be for you to fill out the Citizen Complaint

form (reverse side of this form) to initiate an investigation into an employee's improper conduct. Completing the form thoroughly and accurately will be beneficial for investigators assigned to resolve your complaint.

NOTE: *This Citizen Complaint Form is for the reporting of Improper Conduct on a West Covina Police Department employee(s) and is not intended to be used for complaints regarding State Law, Department established Policy and Procedure, and/ or general police response issues. These matters will need to be brought directly to the on-duty Watch Commander or to your Service Area Lieutenant for consideration.*

Once you have completed your complaint form, you will need to turn the form into the Police Station to the Watch Commander or on-duty supervisor. You will be requested to review your complaint with the Watch Commander or on-duty supervisor to confirm the information you have provided is accurate, to which you will sign your name to. Formal written complaints will only be accepted by persons over the age of 18, unless accompanied by a parent or guardian. Citizen Complaint forms may also be accepted if mailed to the West Covina Police Department at 1444 W. Garvey



For Official use Only Employee Receiving Complaint:	Date:	Complaint Discussed with Complainant:
---	-------	---------------------------------------