

WEST COVINA POLICE DEPARTMENT



COMPLAINT PROCEDURE

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 community, which includes the prompt and thorough investigation of 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, 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. 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 oftentimes 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 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 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 Policy and Procedure, and/ or general police response issues. These matters will need to be brought directly to the on-duty Watch Commander or your Service Area Lieutenant for consideration.*

Once you have completed your complaint form, you will need to turn the form in to the police station to the Watch Commander or on-duty supervisor. You will be requested to review your complaint with the Watch Commander or supervisor to confirm the information you have provided is accurate, to which you will sign your name. Formal written complaints will only be accepted by persons over the age of 18, unless accompanied by a parent or guardian. Complaint forms may also be accepted if mailed to the West Covina Police Department at 1444 W. Garvey Avenue, West Covina, CA 91793.



Your complaint will either be investigated by the employee's supervisor or by an investigating supervisor, assigned by the Division Captain. The Chief of Police will receive a copy of each complaint to ensure that each complaint is investigated promptly and thoroughly. Once the investigation has concluded, you will be notified in writing of the disposition of the investigation within 30 days, provided your contact information is included with the complaint.

If after receiving the disposition, you are dissatisfied with the outcome of the investigation, you may contact the Chief's Office at (626) 939-8501 to schedule a meeting or phone call with the Chief to express your concerns. Additional resources are also provided as a means of expressing your dissatisfaction with the outcome of your investigation by the Los Angeles District Attorney's Office and the State Attorney General's Office.

CHIEF RICHARD BELL
WEST COVINA POLICE DEPARTMENT

For Official use Only Employee Receiving Complaint:	Date:	Complaint Discussed with Complainant:
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Complainant's Name (First Middle Last)	Date of Birth	Complainant's Cellular Number
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Complainant's Home Address/ Home Phone Number	Complainant's Email Address
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Complainant's Parent or Guardian Name/ Address/ Contact Phone Numbers (only applies if Complainant is under 18 years old)

Witness Names/ Addresses/ Phone Numbers

Involved Police Department Employee Names/ Badge Numbers (if names unknown, please provide description of employee(s) during incident)

Date and Time of the Incident	Location of the Incident	Citation/Case Number
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Description of Incident: _____

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE COMPLAINTS. 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 THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

I have read and understood the above statement.

Signature of Complainant	Signature of Claimant Parent/ Guardian (if Applicable)	Date
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