

CITIZEN'S REPORT PROCEDURE

TO THE CITIZENS OF CLAYTON

As your duly appointed Chief of Police, I am responsible to provide quality law enforcement services to the citizens of Clayton. I am committed to provide the highest quality of law enforcement available, within allocated resources. In order to achieve this goal I welcome your comments, suggestions, constructive criticism, and valid complaints regarding actions or inaction by Police Department members or matters of policy.

As an aid to assist me in this regard, a Citizen's Report form has been prepared. This report can be given to any member of the Police Department at any time of the day or day of the week and it will be forwarded to the Administration Division of my department.

Each report received will be thoroughly investigated and I will initiate appropriate corrective action when necessary. You will be informed of the results of the completed investigation.

Any commendation of actions of Police Department employees will result in appropriate recognition.

Should you care to make your report in person, you may come to our business office location on the second floor of the City Hall/Police Department Building at 6000 Heritage Trail in Clayton, and a member of my staff will assist you. Should you care to make your report by telephone you may call (925) 673-7350 during normal business hours, which are 9:00a.m. to 5:00p.m. If you choose to make your complaint over the telephone, you will be read the required advisory statement, under 148.6 of the California Penal Code. You can be assured that you will be received courteously and that thorough consideration will be given to your concerns.

Should you desire to complete your report in writing simply mail this addressed form. Please include your name, address, and telephone number so that we may contact you should further information be required.

I hope that you will feel free to express yourself on any matter which you feel should be brought to my attention. Each Citizen's Report will receive my personal attention as I recognize that our first responsibility is to serve and protect the citizens of this City.

Sincerely Yours,

Chris Wenzel, Chief of Police
Clayton Police Department



INVESTIGATIVE PROCEDURE:

You may choose to come to the Police Department in person to make your citizen's report. Experience has indicated that it is most desirable to obtain information during a personal interview. You may also make your citizen's report by telephone or in writing utilizing this form.

You will be asked to provide the following:

1. Your name, address and telephone number.
2. If a specific incident is involved, the date, time and location of that incident.
3. The names of any possible witnesses and telephone numbers, if available.
4. If the incident involves an arrest, the names, address and telephone number of the individual arrested, if available.
5. If the incident involves a member of the department, name, position in the department, ID number and car number, if available.
6. Details of the subject matter that prompted your interest.
7. In some circumstances you may be asked to voluntarily cooperate with a polygraph examination.
8. Signature required on the written acknowledgment.

A member of the Police Department will be assigned to contact you and an investigator will interview available witnesses, involved members, and examine all relevant documentary and physical evidence. Each citizen's report will be examined on its own merit. Should your citizen's report involve an allegation of improper action by a member or members of the Police Department, four possible findings will result from our investigation:

1. **Sustained:** The investigation disclosed sufficient evidence to clearly prove the allegation.
2. **Not Sustained:** The investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation.
3. **Undeclared:** The investigation has produced sufficient evidence to prove that the act or acts complained of did not occur as alleged.
4. **Exonerated:** The acts that provided the basis for the allegation occurred; however, investigation revealed that the acts were justified, lawful and proper.

Should the investigation of this citizen's report indicate improper actions by a member of the Police Department, corrective action will be taken in accordance with the policies and procedures employed in this department. Such actions may include counseling, retraining, suspension, or termination of the employee(s). Under State Law, we can not inform you of the exact disciplinary action (if any) taken as a result of your report. Members of the Police Department are specifically assigned by me to investigate all citizens' reports. As your Chief of Police, I feel it is my responsibility to review the final report and approve the findings of an investigation. I will notify you by mail of the results of the investigation initiated by your report.

In Summary...

Citizen's reports assist in maintaining the present quality of law enforcement throughout the city and provide means of improvement. They additionally assure the citizen that corrective action is taken if there is misconduct by a member of the Police Department.

Place
Stamp
Here

CHRIS WENZEL, POLICE CHIEF
CITY OF CLAYTON
6000 Heritage Trail
Clayton, CA 94517



In the interest of better law enforcement the Clayton Police Department welcomes your:

- COMMENDATIONS
- CONSTRUCTIVE CRITICISM
- SUGGESTIONS
- INFORMATION (or)
- COMPLAINTS

If you are making a complaint against a member of the Clayton Police Department, section 148.6 of the California Penal Code requires that you read and sign the following admonition:

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 citizen's 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. Citizen complaints and any reports or finding relating to complaints must be retained by this agency for at least five years.

I have read and understood the above statement:

Complainant

CITIZEN'S REPORT

COMMENDATION

COMPLAINT

CRITICISM/SUGGESTIONS

INFORMATION

Your Name: _____

Telephone number (H) _____

(W) _____

Address: _____

(Cell) _____

Day & Date of Incident or Action _____

Time of Incident _____

Location of Incident or Action _____

Witnesses:	Name(s),	Addresses	Telephone Numbers

If a person was arrested, print Name, Address & Phone Number (if known): _____

If an Officer was involved, print Name, ID #, or Car Number (if known): _____

Print nature of opinion, complaint, suggestion or commendation. Provide as much detail as possible.

Date: _____ Signature _____

Attach separate sheet if more room is needed.