

CITY OF EAST PALO ALTO	
POLICE DEPARTMENT POLICIES AND PROCEDURES	Policy Number: No. of Pages: 12 Effective Date: 1 Mar 08 Date Revised:
Chapter:	
Subject: COMPLAINTS AGAINST DEPARTMENTAL PERSONNEL	
Supersedes: GENERAL ORDER #	
Signature of Issuing Authority: Ronald L. Davis, Chief of Police	

COMPLAINTS AGAINST DEPARTMENTAL PERSONNEL

The purpose of this order is to set forth Departmental policy and procedures for receiving, processing, and classifying complaints against Departmental personnel, and to establish due dates and timeliness standards, outline the internal investigation and review process, and to set forth guidelines for accountability of personnel.

I. CORE VALUES STATEMENT

The internal investigative process is critically important to preserve the integrity and morale of the Department, to foster public trust and confidence in law enforcement, and to ensure accountability. This order incorporates the Department's core values of Service, Teamwork, Respect, Integrity, Vision, Excellence (STRIVE).

II. DEFINITIONS

A. Administrative Review

The organizational chain-of-command review and endorsement of an internal investigation commencing with the first-level commander/manager.

B. Approved Internal Investigation

An internal investigation that has been processed, completed (investigated with a recommended finding), reviewed, and has been reviewed and signed by the Chief of Police. Approved internal investigations shall be considered "Closed."

C. Case Files

A general term which includes the following two classifications of files. 1.

Control File

The original investigative file that remains at the Professional Standards Unit (PSU) and contains original documents and information used and compiled by PSU. The Control File is duplicated when an investigation is forwarded to the Division-level for investigation or administrative review.

2. Investigative File

A duplicate copy of the Control File made by PSU and delivered to the Division for Division-level investigations, administrative review, or for other official business such as court proceedings.

D. Classifications of Complaints

Complaints against Departmental personnel shall be categorized as Class I or Class II offenses.

1. Class I offenses are the most serious allegations of misconduct and, if sustained, shall result in disciplinary action up to and including dismissal and may serve as the basis for criminal prosecution.

Class I offenses include but are not limited to:

- a. Use of excessive, unnecessary and/or unlawful force;
- b. Fabrication or destruction of evidence, including the planting of exculpatory evidence;
- c. Untruthfulness, including perjury;
- d. Knowingly and intentionally filing a false police report, including the omission of pertinent information or facts;
- e. Insubordination;
- f. Commission of a felony or serious misdemeanor;
- g. Bias or harassment, actions of a retaliatory nature, or failure to take reasonable steps to prevent retaliation;
- h. Solicitation or acceptance of gifts or gratuities except as specified in the Manual of Rules;
- i. Use of position for personal gain;
- j. Knowingly or should have reasonably known that he/she made a false arrest or illegal detention;
- k. Failure to report others who commit any misconduct offense;
- l. Failure to detect and/or prevent a pattern of misconduct;
- m. Failure to properly identify self, including refusing to provide name, deliberate concealment of a badge or name plate;
- n. Failure of a supervisor/manager to properly supervise, and/or follow up on misconduct that he/she knew or reasonably should have known about; and
- o. Obstructing the Internal Affairs investigation process in any manner.

2. Class II offenses shall include all other misconduct situations, such as rudeness, use of obscenities, lack of attention, timeliness of response, or other performance deficiencies.

E. Complaint

1. An allegation from any source regarding a specific act or omission by a member or employee which would amount to misconduct; or
2. An allegation from any source regarding an improper policy, procedure, practice, service level or legal standard of the Department.

F. Completed Internal Investigation

An internal investigation which has been concluded with a recommended finding and is ready for the administrative review process.

G. Directly Involved Personnel

Any member or employee who participated in or witnessed another member or employee commits a specific act or omission giving rise to the allegations under investigation.

H. Discipline Recommendation

The final discipline recommendation prepared by the Commander and/or Manager of the subject employee to be forwarded to the Chief of Police for review and approval.

I. Emergency Administrative Leave

A command officer, manager, or sergeant of police may impose emergency administrative leave when it appears such leave is in the best interests of the Department, (e.g., intoxication, fighting, or any Class 1 Offense).

J. First-level Commander

The immediate command superior of an officer identified at the rank of Sergeant or above.

If the subject is a:

- Police officer, the first-level commander would be a Sergeant;
- Sergeant, the first-level commander would be a Captain;
- Captain, the first-level commander would be the Chief of Police.

K. Internal Investigation

Any administrative investigation conducted by the PSU or at the Division-level with respect to a complaint of misconduct or procedure made by, or received from, any person. (Supervisory counseling, instruction or admonishment conducted in the normal course of duty does not constitute an internal investigation.)

L. Misconduct

An act or omission by a member or employee which rises to the level of any Rules violation.

M. Person Authorized to Initiate an Investigation

A supervisor, commander, manager, a member of the PSU, or other person designated by the Chief of Police.

N. Serious Misdemeanor

Any misdemeanor crime that, if convicted, could preclude active law enforcement personnel, or a member or employee from continuing to successfully complete their responsibilities.

Examples include those crimes that involve violence, intimidation, sexual offenses, theft, dishonesty, possession of drugs, and violations of California Penal Code Section 1202 1(c)(1), "Unlawful Possession of a Firearm," and those crimes where bias is a motivating factor.

O. Start/End Date

The start date begins on the date the Department (a person authorized to initiate an investigation) becomes aware of any act, omission, or other allegation of misconduct. The end date occurs when the investigation has been completed and the subject has been notified that the Department intends to administer discipline. Article 24 of the Memorandum of Understanding between the East Palo Alto Police Officer's Association and the City of East Palo Alto enumerates the provisions, limitations, and exceptions for commencing, suspending, and terminating the time period.

III. RECEIVING AND PROCESSING COMPLAINTS

A. Receiving Complaints

1. The Department shall investigate all complaints from any source (including anonymous) against a member or employee alleging misconduct or regarding an improper policy, procedure, practice, service level or legal standard of the Department. In the event personnel receive an anonymous complaint, the person receiving the complaint shall ask for corroborating evidence.

2. The circumstances and decision not to investigate anonymous complaints shall be memorialized in the PSU Complaint Database.
3. PSU or Communications personnel shall record a toll-free complaint hotline, 24-hours a day, and receive and process complaints in accordance with the provisions of this order. The complaint line shall have an advisement that the call is being recorded. Procedures and responsibility for receiving hotline complaints during PSU business and non-business hours.
4. Members and employees shall:
 - a. Not discourage or deter complainants from exercising their right to complain to the Department.
 - b. Accept any complaint lodged against the Department or any personnel in a professional and courteous manner.
 - c. Take care to maintain the confidentiality of Internal Affairs and investigative records, and maintain all related material in a secure location.
5. Members and employees who become aware of a person who wishes to file a complaint shall immediately:
 - a. Bring such a person to a supervisor;
 - b. To PSU; or
 - c. Summon a supervisor to the scene.
6. In the event the complainant refuses to travel to a supervisor or to PSU, or he/she refuses or is unable to wait for a supervisor to respond, the member or employee receiving the complaint shall make all reasonable attempts to obtain the following information from the complainant or witness.

Such information shall immediately, or as soon as practical, be forwarded to his/her supervisor, or in his/her absence, the responsible commander or manager, or the Watch Commander:

- a. Complainant and/or witness' identification information;
 - b. Complainant and/or witness' current address and contact number(s);
 - c. The name of the alleged offending personnel and any identifying information (e.g., description of the member or employee, badge number, dispatcher number, vehicle number).
7. Personnel receiving complaints regarding a member or employee shall require complainants to read and sign the Acknowledgement of Rights and Obligations advisory. Personnel shall read the acknowledgement to the complainant upon request.

NOTE: The member or employee shall receive and forward the complaint whether or not the complainant signs the Acknowledgement of Rights and Obligations form. A refusal to sign shall be documented on the form.

8. Complainants shall be provided with a copy of their statement and a copy of the completed Complaint Form as soon as practical.

B. Processing Complaints

1. The supervisor, commander, manager or Watch Commander notified of complaint shall ensure PSU is contacted on the day the complaint was received and provided with the complaint information in Part III, A, 9 (a-e and f, if applicable), and obtain an PSU Case Number.
2. If PSU cannot be reached on the day the complaint was received or contact is not practical (due to circumstances such as after business hours or the next day is a day off), the supervisor, commander, manager, or Watch Commander shall:
 - a. Contact the Communications Division and request a “Incident Number” which shall serve as a temporary tracking number;
 - b. Provide the complainant with the temporary tracking number.
 - c. Ensure PSU is contacted the next business day and provided with the complaint information in Part III, A, 9, (a-e and f, if applicable) and advise whether statements and/or documents, or evidence has been collected.
 - d. Additionally, when the Watch Commander is notified by the Communications Division of alleged misconduct, he/she shall respond to conduct a fact-finding preliminary investigation.

The preliminary investigator shall prepare and forward a Letter of Advisement detailing the preliminary investigation to the PSU through the chain of command.

3. PSU shall contact the supervisor, commander, manager, or Watch Commander within 24 hours of receipt of the complaint information (via email or telephone voicemail) and acknowledge receipt of the complaint information and provide him/her with the PSU Case Number.
4. PSU shall:
 - a. Contact and advise the complainant their complaint was received and will be processed and assigned for investigation.
 - b. If the complainant was given a temporary tracking number, verify the number and provide the complainant with the PSU Case Number; and
 - c. Instruct the complainant to contact PSU if they have not been contacted by an investigator within 15 calendar days from the date the complaint was made.
5. The supervisor, commander, manager, or Watch Commander shall ensure that recorded statements, other pertinent documents or reports are duplicated for his/her files and the originals are hand-delivered to PSU.

6. The PSU Sergeant shall:
 - a. Ensure complaints made directly to PSU or received from other organizational units [such as Operations] are processed and assigned within five (5) calendar days of the applicable statute of limitations. If the complaint cannot be processed within the five (5) calendar days, the PSU Sergeant may receive an extension from the Chief of Police.
 - b. Ensure the following processing tasks are completed:
 - 1) Create a Control File;
 - 2) Assign a PSU Case Number;
 - 3) Complete the Complaint Investigation Report (CIR);
 - 4) Determine the complaint classification (Class I or II) based on the alleged offense or make an assessment and advise if the allegation meets the criteria for the CIR process;
 - 5) Tentatively identify involved personnel;
 - 6) Determine whether the investigation is to be handled by a PSU or Division-level investigator;
 - 7) Calculate the due date in accordance with the provisions of this order;
 - 8) Ensure all necessary information, including due dates and extensions, are documented in the appropriate PSU database;
 - 9) The investigative file is hand-delivered to the appropriate Division for assignment.
 - 10) Ensure a complaint allegation memorandum is prepared and forwarded to the subject member or employee through his/her immediate supervisor and first-level commander.

IV. DUE DATES AND TIMELINES

- A. Due Dates
 1. The PSU shall be responsible for tracking the progress of internal investigations and ensuring compliance with interim due dates within each Division, and the overall due date assigned by the PSU.
- B. Timeline Calculations
 1. PSU Investigations shall be completed, reviewed, and ready for discipline recommendation within 90 days of the applicable statute of limitations (except when an extension has been requested and approved) in accordance with the following timelines:

- a. The complaint shall be processed and assigned within five (5) calendar days from the applicable statute of limitations unless extended to 15 calendar days by the Chief of Police;
 - b. Investigators and/or contractors shall endeavor to complete investigations within 30 calendar days from the date of assignment but shall not exceed 60 calendar days unless an extension has been approved by the Chief of Police;
 - c. The PSU review shall be accomplished and the investigation submitted to the Chief of Police within 15 calendar days from the completion of the investigation; and
 - d. The Chief of Police shall review, approve, disapprove, or direct.
2. Division-level Investigations and Administrative Review
- Division-level investigations include the administrative review process and shall be completed, reviewed, and ready for approval by the Chief of Police within 90 days of the applicable statute of limitations in accordance with the following timelines:
- a. The complaint shall be processed and assigned within five (5) calendar days from the applicable statute of limitations unless extended to 15 calendar days by the Chief of Police;
 - b. The investigation and administrative review shall be completed within 90 calendar days from the date of assignment from PSU;
 - c. The PSU Commander review shall be accomplished and the investigation submitted to the Chief of Police within 15 calendar days from the completion of the investigation and administrative review.
 - d. The Chief of Police shall review, approve, disapprove, or direct for further investigation all internal investigations.

V. INVESTIGATION OF COMPLAINTS

- A. Class I offenses shall be investigated by PSU, or a designated outside consultant, unless otherwise directed by the Chief of Police.
- B. Class II offenses may be investigated at the Division-level unless otherwise directed by the Chief of Police.
- C. Division-level internal investigations shall be assigned to investigators at least one rank higher than the subject officer or employee, unless otherwise directed by the Chief of Police.

- D. Internal investigations shall be handled separately and not delayed, halted, or modified because the underlying matter is in civil litigation, unless such delay is specifically authorized by the Chief of Police.

Note: The fact that the matter may be involved in civil litigation does not modify the time limitation contained in MOU Article 24.

1. If the Chief of Police determines that concurrent civil litigation is likely to yield additional information relevant to an internal investigation, he/she may hold portions of an internal investigation in abeyance. Such delay shall last no longer than necessary to obtain the relevant information. The reason(s) for any delay shall be documented in the CAL.
 2. The Chief of Police shall ensure the investigation continues on all areas of an internal investigation that are not affected by the pending civil litigation.
- E. Investigative files shall be hand-delivered from one organizational unit to another.
- F. The appropriate division commander shall assign investigators for all Division-level investigations.
- G. Division commanders shall be responsible for developing and implementing procedures for the following:
1. Documenting the receipt of investigative files from PSU;
 2. Assigning and tracking the status (to include due dates and extensions) of Division-level investigations;
 3. Assigning and tracking the status (to include due dates and extensions) of investigations in administrative review; and
 4. Ensuring all documents (reports, developed photos, statements) and evidence (undeveloped film, recovered evidence) is duplicated and forwarded to PSU as soon as practical but in no circumstance over 72 hours after receiving the documents or evidence and that PSU is notified.
- H. Personnel shall be prohibited from conducting the internal investigation if he/she was directly involved in the incident or if conditions exist between any of the involved parties which might lead to a perception of bias, such as:
1. Family relationship;
 2. Outside business relationship;
 3. Romantic relationship;
 4. Personal friendship; or
 5. Close work relationship (to be determined on a case-by-case basis).
- I. In order to preserve the integrity of the investigation, the supervisor,

commander, manager, or Watch Commander shall take immediate action when required (i.e., administrative leave, or temporary reassignment). The PSU Commander and the Division Commander shall be notified of the action and the affected personnel, regardless of the hour of the day.

- J. Commanders or managers shall promptly designate staff to complete an internal investigation and/or the administrative review process by the assigned due dates.
- K. Commanders and managers shall closely monitor compliance of assigned due dates, requests for extensions, and take corrective action, when necessary, to address patterns of abuse.

VI. DUE DATE EXTENSIONS AND REQUESTS

A. Due Date Extensions

1. If a PSU investigation cannot be completed **BEFORE** the assigned due date, the investigator shall seek **PRIOR** written approval for a due date extension from the Chief of Police. The PSU Commander shall specify the length of time needed in the request memorandum.
2. If a Division-level investigation cannot be completed **BEFORE** the assigned due date, the investigator shall seek **PRIOR** written approval for up to a 30 calendar day due date extension from the PSU Commander.

NOTE: Extensions are consecutive time periods, therefore, any unreasonable delay in requesting or approving an extension may decrease the actual number of days of the extension.

3. Extensions for Division-level investigations beyond 30 calendar days shall require the prior approval of the Chief of Police.

VII. Request Procedures for Due Date Extensions

- A. Investigators shall prepare and submit a memorandum to PSU (for Division-level investigations) or the Chief of Police (for PSU investigations) for all requests for a due date extension **BEFORE** the assigned due date has expired. The memorandum shall detail the reason(s) and justification for the request such as:
 1. Unavailability of a complainant or a witness;
 2. Unavailability of a subject officer or employee (e.g., due to injury, illness or other leave of absence) to participate in the investigation;

3. Immediate unavailability of key evidence which may determine the investigative outcome (e.g., evidence being furnished by complainant, an outside agency, financial institution, or medical facility); or
4. Discovery of new information that will likely delay completion of the investigation beyond the established due date.
5. Complexity of the incident or investigation.

B. Request Approval

1. Extension requests shall be reviewed by the appropriate authority and may be approved but shall not exceed the time limits specified in Part VI, A4.
2. A copy of the request approval shall be placed in the investigative file.
3. Requests for extensions shall not be granted based on a failure to practice proper time-management.

C. Request Denial

1. If a due date extension is denied, commanders or managers shall promptly designate sufficient staff in order to complete the internal investigation by the assigned due date.
2. A copy of the request denial shall be placed in the investigative file.
3. If it is not likely that the investigation can be completed by the assigned due date, the commander or manger shall:
 - a. Advise his/her commander (for Division-level investigations) or the Chief of Police (for PSU investigations) of the reasons for missing the due date and provide a new expected date for completion;
 - b. Assign sufficient staff to complete the investigation by the new expected date;
 - c. Document the reasons for the delay and the new expected date of completion in the investigative file; and
 - d. Notify PSU to document the delay and new expected date of completion in the Control File.

- D. The PSU and Division Commander shall prepare and forward a memorandum to the Chief of Police detailing the circumstances for missing a due date assigned by PSU without an approved extension. The memorandum shall detail the circumstances and the corrective action taken or discipline imposed against personnel responsible for the delay.

VIII. GENERAL POLICY

- A. The complaint pamphlet, Your Guide to Filing a Complaint Against the Police shall be translated in accordance with City policy.
- B. Members and employees shall keep an adequate supply of the complaint pamphlet; Your Guide to Filing a Complaint Against the Police, in their Departmental vehicles at all times while on duty and provide the complaint pamphlet to any person requesting to file a complaint or upon request.
- C. PSU shall create, maintain, and ensure that guidelines for filing misconduct complaints are prominently displayed at designated City or municipal facilities and ensure such facilities have an adequate supply of complaint pamphlets.
- D. Supervisors, commanders, and managers who fail to support and comply with the provisions of this order shall be disciplined.

If it is determined that a supervisor, commander, or manager knew or should have known that a member or employee committed a misconduct offense and failed to take action, that supervisor, commander, or manager shall be disciplined for failure to supervise, failure to review, and/or failure to intervene.

By order of

Ronald L. Davis
Chief of Police

Date Signed: _____

Your Guide to



FILING A COMPLAINT

Against the Police

***East Palo Alto Police Department
Professional Standards Unit
141 Demeter Street
East Palo Alto, CA 94303***

***Telephone: (650) 853-3145
24-Hour Hotline: (650) 361-0262
FAX: (650) 853-3103***

This packet includes:

- Acknowledgment of Rights and Obligations Pursuant to Penal Code Section 148.6 & Notice and Releases (TF-3039a)
- Complaint Form (TF-3039b)

Provided by: _____ Serial No.: _____ Date: _____



City of East Palo Alto Police Department

Mission Statement

It is the mission of the East Palo Alto Police Department to work in partnership with the community to reduce crime and violence and provide quality services. To accomplish this goal, we will build a strong and lasting bond with our community and treat every person with dignity, respect, fairness and sensitivity. We will strive for excellence in all we do and maintain the highest level of integrity by holding ourselves and our co-workers to the highest standards of performance and ethics.



East Palo Alto Police Department Core Values

“STRIVE for perfection, if only to achieve excellence”

Service

Teamwork

Respect

Integrity

Vision

Excellence

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What happens to your complaint?

If you decide to have your complaint investigated by the East Palo Alto Police Department, an investigator will contact you to discuss your complaint. An investigation will follow.

Occasionally, the problem is actually with an agency other than the police and/or it may be possible for the supervisor or investigator to explain the employee's action to your satisfaction. In this case it would be resolved at this level.

It may be deemed appropriate to continue with the investigation and in that case the investigator will take your recorded statement. You will be contacted within five calendar days with the case number of your complaint. An internal investigation normally takes up to 120 days. When the investigation is completed, it is reviewed by the Chief of Police.

Members and employees of the Police Department who act inappropriately will receive discipline based on the seriousness of the misconduct. Discipline includes:

1. Counseling;
2. Training;
3. Oral Reprimand;
4. Written Reprimand;
5. Suspension;
6. Demotion; or
7. Termination.

In all cases, the Chief of Police or the City Manager has final authority over the imposition of discipline.

Your Rights After the EPAPD Investigation

After the investigation has been completed, evaluated, and endorsed by the Chief of Police, you will be notified of the finding and whether appropriate corrective action has been taken. You will not be notified of the exact discipline imposed.

If you have any questions regarding the finding, you may call the internal Affairs Unit for clarification at (650) 853-3145. If you wish to discuss the finding with the Chief of Police, you may do so after you receive the letter notifying you of the finding.

- b. Detach and complete the Complaint Form (TF-3039b) thoroughly.
- c. Detach, read, sign, and date the Acknowledgment of Rights and Obligations Pursuant to Penal Code Section 148.6/Notice and Releases Form (TF-3039a).
- d. Deliver, mail, or fax a copy of your letter or the Complaint Form **and** the Acknowledgment Form to the Professional Standards Unit, or directly to the Office of the Chief of Police.

East Palo Alto Police Department
 Professional Standards Unit
 141 Demeter Street
 East Palo Alto, CA 94303

East Palo Alto Police Department
 Office of the Chief of Police
 141 Demeter Street
 East Palo Alto, CA 94303

- 8. If you have any questions regarding the Complaint Form, contact either the:

Professional Standards Unit

(650) 853-3145
 (650) 853-3103 – Fax

24-hour Complaint Hotline:
 (650) 361-0262

The Investigation

EPAPD

If you decide to have your complaint investigated by the Police Department, an investigator will contact you to discuss the complaint. The investigation will be conducted by an investigator of the Professional Standards Division or by the supervisor of the officer or employee against whom the complaint is made.

Occasionally, the problem actually is with an agency other than the police, or it may be possible that the supervisor or an investigator can explain the officer or employee's actions to your satisfaction. However, if the complaint is not resolved, the investigator will take a recorded statement from you and provide you with a written copy or taped copy (if provided) for your records.

You will be contacted by the assigned investigator within 5 calendar days with the case number of your complaint. The investigator will then interview witnesses, collect evidence, and complete a written report. You may contact the investigator at any time to determine the status of your investigation.

An internal investigation normally takes up to 120 days and when the investigation is completed, it is reviewed by the Chief of Police. In cases where disciplinary action is appropriate, the Chief of Police will impose the appropriate level of discipline.

The key ingredient to effective crime-fighting is the relationship between the police and community. Together, we must work together to identify and solve problems. We recognize, however, that the extent to which the community partners with the police is often equal to their level of trust and confidence in the police. It is therefore paramount that the police foster an atmosphere within the Department that promotes openness, accessibility, and accountability. An effective and open complaint process is key to that effort.

In order to obtain and maintain your trust and confidence in us to provide quality police service to all members of our community, we must acknowledge our mistakes and take immediate actions to prevent future mistakes. As reinforced in our core values, we respect the rights of all persons; therefore, your complaints and concerns are important to us.

As a police agency, we recognize that our authority is derived from the community. We are accountable to the community, and our employees are subject to discipline when they violent the public's trust and confidence. Our employees also merit a fair complaint process that protects them from undeserved criticism.

The purpose of this booklet is to help you understand the established complaint process and underscore the importance the Department places on the quality of service we provide to the community.

Ronald L. Davis
 Chief of Police

Your Rights

- Members of the public have a legal right to file complaints, and this agency is required to accept any complaint you wish to file.*
- You have a right to a written description of this procedure.
- Any attempt to interfere with, discourage, or deter the exercise of your right to file a complaint will not be tolerated.
- Any act of retaliation by an employee against a complainant for filing a complaint will not be tolerated.
- Any attempt to contact you regarding the complaint by an employee named in the complaint as a subject is prohibited unless authorized by you or as part of an agreement to participate in an approved mediation.
- To protect your rights and to facilitate a thorough investigation, internal investigations are by law confidential.

* ***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.***

What is a Complaint?

An allegation from any source regarding a specific act or omission by a member or employee which would amount to misconduct; or

An allegation from any source regarding an improper policy, procedure, practice, service level or legal standard of the Department.

Note: If your complaint concerns a disagreement over the validity of a traffic or parking citation, please contact the court system. The Police Department does not resolve such disputes.

Who Can File a Complaint

Any member of the community may file a complaint with the East Palo Alto Police Department

* ***Filing a complaint with the East Palo Alto Police Department does not prevent a member of the community from filing a damage claim against the City or from making complaints with other government agencies or authorities.***

Filing a Complaint

You may file a complaint in any of the following ways:

1. Request to speak directly to the supervisor of the officer or employee.
2. Use the 24-hour Complaint Hotline at (650) 361-0262 to file your complaint. Leave a detailed message describing the complaint. Be sure to have the following information:
 - Date, time, and location of the incident.
 - Name, badge number and/or car number of the officer(s) or employee(s) involved.
 - Name, address, and telephone number of any witnesses.
3. Visit the Professional Standards Unit and file the complaint with the Intake Officer.
4. Telephone the Professional Standards Unit and make arrangements for an investigator from the Division to meet you at a convenient location, or a local community resource center, which are listed below:

East Palo Alto Library
2415 University Avenue
East Palo Alto, CA 94303 Phone: 650-321-7712

Ravenswood Community Health Clinic
1798A Bay Road,
East Palo Alto, CA 94303 Phone: 650-330-7400

East Palo Alto Senior Center
560 Bell Street
East Palo Alto, CA 94303 Phone: 650-329-5900

Boys and Girls Club
2041 Pulgas Avenue
East Palo Alto, CA 94303 Phone: 650-330-1090

5. If you elect to describe your complaint in a letter or file a complaint using the Complaint Form:
 - a. By letter, please include the following information:
 1. Date, time, and location of the incident.
 2. Name, badge number and/or car number of the officers or employees involved.
 3. Name, address, and telephone number of any witnesses.

City of East Palo Alto Complaint Form

For Official Use Only

Date Stamp

Temp. Tracking No.	IAD Case No.
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Complainant's LAST Name, First, Middle	<input type="radio"/> Male <input type="radio"/> Female	Race:	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Native American	Date of Birth
		<input type="checkbox"/> Asian	<input type="checkbox"/> White	<input type="checkbox"/> Pac. Islander	
		<input type="checkbox"/> Black	<input type="checkbox"/> Middle Eastern	<input type="checkbox"/> Other _____	
Address		City <input type="radio"/> East Palo Alto	Zip	Home Phone ()	Work Phone ()
Person/Supervisor Receiving Complaint (Other than IAD)		Serial No.	Regular Unit of Assignment	Date	Time

Complete this Portion if Complainant is a Minor or if Assisted by an Attorney

LAST Name, First, Middle	Relationship to Complainant
Address	City <input type="radio"/> East Palo Alto
Zip	Home Phone ()
	Work Phone ()

Location of Occurrence	Day	Date	Time <input type="radio"/> AM <input type="radio"/> PM
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Identity of Involved Personnel

Badge No.	<input type="checkbox"/> Name / Vehicle No., etc.	<input type="checkbox"/> Officer	<input type="checkbox"/> Ranger	<input type="checkbox"/> Correctional Officer	<input type="checkbox"/> Civilian	Sex	Race

Brief Narrative Using Own Words. If you need more space, use an additional sheet of paper. Any questions, call the Professional Standards Unit at 650-853-3145.

Were you Injured? <input type="radio"/> No <input type="radio"/> Yes (Describe)	What would you like as a result of this complaint?
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Witness Name (LAST, First, Middle)	Address	City/Zip	Phone (Include Area Code)

I have read and understood this statement, which I have made of my own free will, and the facts contained therein are true and correct to the best of my knowledge.

Complainant's Signature **X** _____ Date _____

For Official Use Only

Check all Categories that Apply:

Force Conduct Untruthfulness

Procedure Bias/Discrimination

Other _____

Complaint Received by	Date Received
<input type="radio"/> Walk-in <input type="radio"/> Mail <input type="radio"/> Fax	
Intake Officer/Personnel	<input type="radio"/> PSU