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San Luis Obispo County Sheriff's Department

**Patrick Hedges**  
**Sheriff-Coroner**

P.O. Box 32  
San Luis Obispo, CA 93406

## SUMMARY OF COMPLAINT PROCESS

It is desirable that you come to the Sheriff's Department where your complaint can be reviewed during a personal interview. Complaints may also be made by telephone or by mail. All information received will be treated confidentially by the Sheriff's Department. A parent or guardian's signature is required on any complaint filed by a person under 18 years of age. You will be asked to provide the following information when possible:

1. Your name, address, telephone number, and age.
2. The name, address, telephone number, and age of the alleged victim, if other than yourself.
3. The date, day, time, and location of the incident about which you are complaining.
4. The names of any witnesses, their addresses, and telephone numbers, if available.
5. The name, address, and telephone number of any person arrested during the incident.
6. The name, badge number, or identifying description of the officer(s) involved. If the information is unknown, simply tell what happened, and the time and location of the incident.
7. The name, address, and telephone number of any attorney or other person representing you in this matter.
8. A narrative description of the events regarding your complaint.

An investigator will contact witnesses, examine physical evidence, and gather information pertinent to each allegation made. After completing the investigation, a complaint disposition will be made, based on each alleged act of misconduct.

While complaints are investigated by a person assigned by the Sheriff, the final disposition of the case will be made by the Sheriff. When complaints are found to be sustained, the Sheriff will administer appropriate corrective and/or disciplinary action. The Sheriff may consider one or more of the following: counseling, training, oral or written reprimand, suspension, demotion, or termination.

Departmental procedure allows 10 days for completion of an investigation of a complaint. Normally complaint investigations are completed within this time period. Should additional time be required, consecutive 10-day extensions may be granted by the Sheriff. You will be notified of the result of the investigation.

**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 CITIZENS' 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 FINDINGS 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

		Report Number	Date Report Filed
<b>REPORTING PERSON</b>			
Name (Last, First, Middle)		Telephone	Age
Address (City, State, Zip Code)			
<b>SUBJECT OF COMPLAINT (If other than above)</b>			
Name (Last, First, Middle)		Telephone	Age
Address (City, State, Zip Code)			
Day and Date of Incident	Time of Incident	Location of Incident	
<b>WITNESSES</b> If witnesses are not known, give their description (car license, badge no., etc.)			
Name	Address	Telephone	
Department member(s) complained of.			
Name of Officer/Employee	Car No.	Badge No.	Description
<b>PERSONS ARRESTED</b>			
Name	Address	Telephone	
<b>COMPLAINANT'S ATTORNEY OR REPRESENTATIVE</b>			
Name	Address	Telephone	
Give a narrative description of the events giving rise to the complaint or criticism.			
Signature of Reporting Person		Signature of Parent or Guardian (If complainant is under 18 yrs)	
Was any party to the complaint, or witness, detained or interviewed by an officer? If so, whom?			
Can the complainant be interviewed at his/her place of employment? <input type="checkbox"/> Yes <input type="checkbox"/> No			Work Phone
Signature of person receiving complaint			Badge No.

ATTACH SEPARATE SHEET IF MORE ROOM IS NEEDED



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Area Code  
(805)

Administration  
781-4540

Animal Services  
781-4400

Civil Enforcement  
781-5484

Crime Prevention  
781-4547

Custody  
781-4600

Detectives  
781-4500

Patrol  
781-4550

Coast Station  
528-6083

Dispatch  
781-4550

North Station  
434-4290

South Station  
473-7100

Watch  
Commander  
781-4553

Permits  
781-4575

Property  
781-4553

Records  
781-4140

Warrants  
781-4588

DEAR SIR/MADAM:

A relationship of trust and confidence between members of the Sheriff's Department and the community they serve is essential to the successful delivery of law enforcement service. Department members must initiate enforcement action, exercising their best judgment, in a lawful and impartial manner while meticulously respecting the rights of all persons.

I recognize that occasionally department members may take action that is perceived as improper, inappropriate, or unwarranted, or fail to take appropriate action. Citizens have the right to complain about such matters and are encouraged to do so. For that reason, and in compliance with Section 832.5 of the California Penal Code, the department has a procedure for handling complaints.

The procedure guides department members relative to receipt, investigation and appropriate disposition following the investigation. The procedure provides for fair and expeditious handling of complaints, subjecting a department member to corrective action when necessary, as well as protecting them from criticism when their actions are proper.

Sincerely,

Patrick Hedges  
Sheriff-Coroner-Marshal

# What About My Complaint ?



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