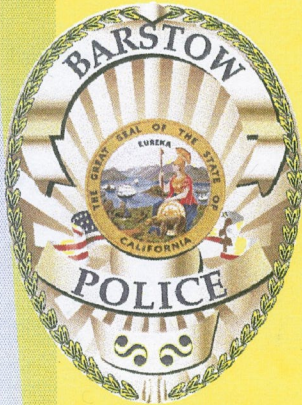


# Barstow Police Department



## Citizen Complaint Procedure

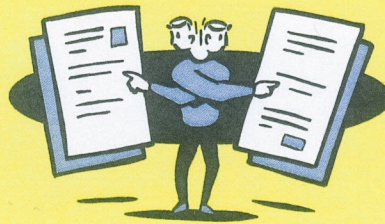
220 East Mountain View Street  
Barstow, CA. 92311

760-256-2211—Dispatch  
760-255-5111—Office

### PROCEDURE

A proper relationship between the community and its police department is essential to effective law enforcement. The Barstow Police Department acknowledges its responsibilities to establish a system of citizen complaint investigation and disciplinary procedures.

The Barstow Police Department will accept and thoroughly investigate all complaints of alleged misconduct directed towards both sworn and non-sworn personnel.



- When a citizen wishes to file a complaint, that individual will be directed to the involved employee's immediate supervisor. If that particular supervisor is unavailable, the citizen will then be directed to the on-duty Watch Commander.
- The supervisor will interview the complainant and ascertain specific allegations. If the complaint is of a minor nature, the supervisor may handle the matter informally.
- If the allegations amount to serious misconduct or the complainant demands a formal investigation, the supervisor shall have the complainant complete a written Citizen's Complaint Form.
- The supervisor shall then submit the Citizen's Complaint Form to the Administrative Sergeant to cause the complaint to be assigned an "I.A. number." The I.A. number will be logged in the Citizen's Complaint Log.

- A supervisor will be assigned to conduct an administrative investigation regarding all allegations of the formal complaint.
- Upon completion of the investigation, a written report shall be submitted to the Chief of Police via the Division Commander.
- The Division Commander shall review the investigation and make a recommendation to the Chief of Police.
- Upon receipt and review of the completed investigation, the Chief of Police shall make his/her findings of the complaint. The Chief of Police's findings shall be one of the following; unfounded, exonerated, not sustained, sustained, misconduct not based on the complaint, or suspended.
- The Chief of Police shall then cause a letter to be sent to the complainant, within thirty days of the findings, explaining the findings of the investigation.

## SPECIAL CIRCUMSTANCES

The Barstow Police Department will investigate all allegations of police misconduct; however, special situations will be handled as follows:

- If a complainant is intoxicated, under the influence of drugs, or otherwise unable to communicate intelligently, the supervisor shall request the complainant to return to the police department at a time when he/she is more lucid. However if the complainant demands to file a complaint at that time, the supervisor shall document the individual's condition in detail on the complaint form.
- If a minor (under the age of 18) wishes to file a complaint, the supervisor shall attempt to contact a parent, guardian, or responsible adult. However, if that is not possible, the complaint shall be taken from the minor. The supervisor shall then contact that individual's parents as soon as possible thereafter.
- If a citizen attempts to file a complaint by telephone, they shall be requested to come to the police department or meet with a supervisor at another suitable location. However, if personal contact is not possible, the complaint will be accepted by telephone. The supervisor will then mail a citizen's complaint form to the citizen and require them to complete the form and return it.

## MISSION STATEMENT

The men and women of the Barstow Police Department are committed to enhancing the quality of life in our community. Through honesty, integrity and compassion we will build a partnership with the community to actively achieve positive impacts in the prevention of crime and to safeguard the citizens and guests of our community.

