

CLOVIS POLICE DEPARTMENT
COMPLAINT PROCEDURE

POLICE STATEMENT

“A proper relationship between the public and its police, fostered by confidence and trust, is essential if there is to be effective law enforcement. The police must be able to act independently and make decisions within the bounds of the authority granted to him. He must also be free to exercise his best judgment and to initiate action in a reasonable, lawful, and impartial manner without fear of reprisal, while meticulously observing the rights of all the people. Upon the Chief of Police rests the responsibility of providing a system of disciplinary procedures which will not only subject personnel to corrective action when improper conduct is determined, but which will also serve to vindicate personnel from unwarranted charges or criticism when duties are properly performed.”

WHY DO COMPLAINTS OCCUR?

As with all people-oriented business, misunderstandings do arise as to the lawful role of the police officer in handling of various situations. On occasion, the police officer may either exceed his authority or fail to perform up to established standards. When any of these conditions occur, we want to know about it so that appropriate steps can be taken to correct the problem.

HOW WILL MY COMPLAINT BE HANDLED?

In processing your complaint, there are certain procedures that will be followed by the Department. Initially, you will be directed to an on-duty supervisor who will listen to the circumstances of your grievance. If the matter cannot be settled to your satisfaction at this point, you should return this completed, signed form. Your complaint will be assigned to be thoroughly investigated and the findings of the investigator will be forwarded to the Chief of Police.

WHAT INFORMATION IS NEEDED?

It is important that the facts be presented in a clear manner to insure that the matter is thoroughly investigated. Included must be names, places, dates, times, addresses, and phone number of all persons who may be a witness or who may have information regarding the incident. You may use the reverse side of this form to gather the information that will be required.

WHO CONDUCTS THE INVESTIGATION?

Your complaint will be forwarded to the Chief of Police, and a member of his staff will conduct a confidential investigation into the circumstances alleged.

WILL I FIND OUT WHAT HAPPENED TO MY COMPLAINT?

Each complaint will be thoroughly investigated and you will be advised of the results.

IF I DON'T RECEIVE THE TYPE OF ACTION I EXPECT – THEN WHAT?

If, at any time, you are dissatisfied with the handling of your complaint or the progress of the investigation, you may discuss the matter personally with the Chief of Police by calling his secretary for an appointment.