

PUBLIC COMPLAINT FORM

This form should be used exclusively to report employee misconduct. Complaints regarding the Ventura Police Department policies and procedures, or police response time to a location, should be discussed with the Watch Commander. Upon completion of this form, you may either return it in person, or mail the white copy back to the Ventura Police Department Professional Standards Bureau, 1425 Dowell Dr. Ventura, California, 93003 and keep the yellow copy for your records.

Name: _____ Date: _____

Phone: (Home) _____ (Cell) _____ (Business) _____

Address: _____ City: _____ State: _____ Zip Code: _____

Email: _____ Language Spoken: _____

Date of Occurrence: _____ Time of Occurrence: _____

Location of Occurrence: _____

Names and badge numbers
of employees (if known)

Names, addresses, and telephone numbers of witnesses
present at the time of occurrence (if known)

Please state your complaint, including names, times, locations, witnesses, and any other information that would help in investigating your complaint.

Signature: _____ Date: _____

Department Use Only

To be completed by the employee receiving this form.

Employee's Name: _____ Date and Time Received: _____

PUBLIC COMPLAINT REPORTING PROCEDURES

A relationship of trust and confidence between members of the Police Department and the community we serve is essential to effective law enforcement. Law enforcement officers must be free to exercise their best judgment and to initiate law enforcement action in a reasonable, lawful and impartial manner. In this regard, enforcers of the law have a special obligation to respect the rights of all persons when conducting such enforcement actions.

The Ventura Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedure, which not only subjects officers to corrective action when they conduct themselves improperly, but will also protect them from unwarranted criticism when they discharge their duties properly. It is the purpose of these procedures to provide a prompt, just, open and expeditious resolution of complaints regarding the conduct of officers and employees of the Department.

The Ventura Police Department, in compliance with Section 832.5 of the California Penal Code, welcomes from members of the community constructive criticism of the Department and valid complaints against its members or procedures.

VENTURA POLICE DEPARTMENT

1425 Dowell Drive
Ventura, California 93003-7361

TELEPHONE:

Watch Commander: (805) 339-4416
Emergency: 9-1-1

In compliance with the Americans with Disabilities Act, this document is available in alternate formats by contacting the Watch Commander at (805) 339-4416 or by contacting the California Relay Service.

Who Can File?

Anyone who is directly involved or witnesses an incident from which a complaint arises may file a Public Complaint. In the case of juveniles it is desirable, but not necessary, that the parents be present. However, it is the Department's policy to notify the parent(s) of the juvenile whenever a complaint is accepted.

Who to Contact?

Complaints should be made to the on-duty watch commander.

Who Will Investigate the Complaint?

The officer's immediate supervisor or the on-duty watch commander will conduct the investigation. In more serious cases, the Chief of Police may assign the complaint investigation to some other appropriate person.

How Thorough Will the Investigation Be?

Our objective is to complete a thorough and impartial investigation disclosing the truth. Every effort will be expended to satisfactorily conclude the investigation. This includes referring the complaint to an outside agency, such as the District Attorney's Office, where necessary.

Who Makes the Final Decision?

The Chief of Police, after reviewing all of the facts, makes the final decision on the validity of the complaint, and if founded, the discipline to be administered.

What Can Happen to the Officer?

If the complaint is founded, the discipline ranges from verbal reprimand to dismissal. If the officer's conduct was criminal in nature, the matter is referred to the District Attorney's Office.

Will All Parties Be Notified?

Both the person making the complaint and the officer will be notified in writing of the completion of the investigation.

If Dissatisfied with the Results, What Can Be Done?

If you, the complainant, feel that your case has not been thoroughly investigated and justice has not been served, you have several recourses. You may contact your representative on the City Council, the City Manager, or in some cases, the Ventura County District Attorney's Office. You, of course, may seek legal advice from an attorney.

How Can A Complaint Be Filed?

A complaint may be filed by personally contacting the Police Department and furnishing complete details of the incident, as well as the names of all witnesses or parties involved. The complainant will be requested to write out the statement in his/her own handwriting and sign the statement.