

Guide to Making Complaints, Inquiries and Commendations



Davis Police Department

General Information (530) 747-5400
Administration (530) 747-5405

www.davispd.org



ABOUT THE POLICE DEPARTMENT

The Davis Police Department has 61 sworn officers and 40 non-sworn positions. Each day we offer professional police services to a residential population of over 66,000 people.

In an average year, the Department responds to more than 55,000 calls for service resulting in over 5,000 reports and 1000 arrests. They also write more than 7,000 moving citations, 19,000 parking citations, and 1,000 bicycle citations. In a typical year, fewer than 10 of these public contacts result in some kind of formal complaint.

The standards of the Davis Police Department are among the highest in the nation and our officers are among the best trained.

HOW ARE WE DOING?

The Davis Police Department is committed to providing the best service possible. Public input and feedback is essential if we are to succeed in this goal. If you have questions about any specific action taken by the Department, or about how the Department operates, or you have a recommendation on how we can improve, you may call the Watch Commander at **(530) 747-5400**, or send your comments directly to

Darren Pytel, Police Chief
Davis Police Department
2600 Fifth St.
Davis, CA 95618

COMMENDING PERFORMANCE

The best way to commend the actions of a member of the Police Department is to write a brief letter describing the incident and the actions you think were exceptional. Information such as the date, time and location will help identify the department member(s) if you don't know their name (s). If you choose not to write, you may ask to speak with a supervisor and make a verbal commendation.

Commendations received by the Department are forwarded to the department member(s) with a copy placed in their personnel file. Your commendation may also be posted on the Department's bulletin board to be read by all members. Although our Department members don't expect to be thanked for everything they do, recognition of exceptional service is always nice. This kind of feedback helps us to know we are doing a good job.

MAKING AN INQUIRY OR COMPLAINT

An inquiry or complaint can be made by letter, telephone, in person or even anonymously, if that is preferred.

Any police supervisor may accept an initial inquiry or complaint directed against personnel, policies or procedures. If the inquiry or complaint is specifically about personnel, you can ask to speak to that employee's immediate supervisor. If that supervisor is not available, you may contact the on-duty Watch Commander.

If your inquiry or complaint appears to be based on a misunderstanding or lack of

knowledge of acceptable or desired conduct, policies and procedures, the supervisor may offer an explanation and attempt to resolve the situation without a formal complaint. If you are not satisfied with an explanation of acceptable and desirable conduct, policies or procedures, a formal complaint may be filed and it will be referred to the Office of the Police Chief.

Informal complaints or inquiries may be made anonymously by calling the on-duty Watch Commander. For a formal complaint, we ask that you provide: your name; the date, time and location of the event; the names of Department personnel involved (if known); and the name, address and telephone number of any witnesses.

Filling out a complaint form is not a requirement for making a complaint. All complaints, from any source, in any language, whether in writing or verbally received, no matter how received by the Davis Police Department, will be reviewed.

Complaint forms are available at the Police Department, the City Manager's Office, online or with the Independent Police Auditor.

<http://www.cityofdavis.org/police/forms/>

Complaints against members of the Davis Police Department may be filed in a variety of ways, including;

- By filling out a complaint form and submitting it either in person or by mail to the **Davis Police Department located at 2600 Fifth St. Davis, CA 95618.**

- By filling out a complaint form and submitting it either in person or by mail to the City Manager's Office located at **City Hall, 23 Russell Blvd Davis, CA 95616.**
- By speaking directly to a Davis Police Department supervisor either in person or by telephone (530) 747-5400.
- By sending an email to the Davis Police Department policeweb@cityofdavis.org or the city manager's office at CMOWeb@cityofdavis.org.
- By directly contacting the Independent Police Auditor (information can be located at www.davispd.org).

INVESTIGATION PROCEDURE

If you make a formal complaint, it will be thoroughly investigated by an assigned supervisor. The investigation will usually include a review of all applicable reports, examination of any evidence, and interviews with all parties and witnesses. A simple inquiry might take several days to complete, while a complex complaint might take two or three months to investigate and review.

The Office of the Police Chief reviews every complaint. If the Police Chief determines that an employee violated department policies or procedures, appropriate corrective action is taken. The Police Chief's review will also include looking for ways to improve policies, procedures, training, and service.

You will receive written notification of the findings of your complaint. Some possible findings are:

- **Unfounded** –The investigation clearly established that the allegation is not true.
- **Not Sustained** –The investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation in the complaint.
- **Sustained** –The investigation disclosed sufficient evidence to prove the truth of allegation in the complaint by the preponderance of evidence.
- **Exonerated** –The investigation clearly established that the actions of the personnel that formed the basis of the complaint are not a violation of law or agency policy
- **Alternative Conflict Resolution** –The complaint is resolved in accordance with the ACR Program.
<http://cityofdavis.org/city-hall/police-department/alternative-conflict-resolution-acr-pilot-program>

If the complaint is sustained, the Police Chief will determine whether the employee will be disciplined or receive additional training. Discipline may include: reprimand, suspension, demotion or termination. State law does not allow the release of the specific action taken against a public safety employee.

Although we cannot guarantee you will be satisfied with the results of the investigation, we do guarantee that your complaint will be investigated thoroughly and fairly.