SAN RAFAEL POLICE DEPARTMENT
CITIZEN'S COMPLAINT POLICY

The San Rafael Police Department encourages questions, complaints and criticism from all members of society. It is the department's intention to thoroughly review complaints, and where necessary, take action to correct misconduct or inappropriate acts. Specific procedures are set forth in a department policy which is available upon request.

Your complaint will be reviewed by the Chief of Police. It will then be assigned to an investigator. You will be provided with the name and telephone number of the investigator by mail. At the conclusion of the investigation, the report will be reviewed by the Chief of Police for appropriate action. You will be advised of the disposition of the complaint.

Please provide as much information as you can recall. Be as specific as possible about the date, time and location of the incident. If possible, identify all involved parties by name and/or description. Describe the specific behavior that you found offensive or inappropriate. Please be as complete as possible.

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 citizen complaints. You have the right to a printed copy of this procedure.

If you believe an officer behaved improperly, then you have the right to make a complaint and an investigation. This agency may determine there is not enough evidence to warrant action on your complaint following the investigation. This agency must retain all citizen complaints and any reports or findings related to complaints for at least five years.

San Rafael Police Department
Complaint Form

Your Contact Information (Optional)	
Full Name:	Today's Date:
Address:	
Phone:	Email:

Complaint Information	
Date/Time of Incident:	Case/Citation Number:
Location:	
Witness Name:	Phone:
Employees Responsible:	
Summary of Complaint (Please be as specific and detailed as possible):	

Received By:	Date: Time: