

It is essential to establish a relationship of trust and confidence, without fear of reprisal, between members of the University Police Department and the University's community for effective law enforcement. Officers, however, must be free to exercise their best judgment and to initiate enforcement actions in a reasonable manner. Enforcers of the law have a special obligation, under the Constitution of the United States and the Constitution of the State of California to respect the rights of others.

With this in mind, the University Police Department has established a system of complaint and disciplinary procedures. These procedures subject individual officers to corrective action when they conduct themselves improperly. It also protects officers from unwarranted criticism when they discharge their duties appropriately. The purpose of these procedures is to provide a prompt, just, open, and expeditious disposition of complaints about the conduct of members and employees of the University Police Department.

Members of the Police Department at any time of day shall accept a personnel complaint. Written complaints may be delivered in person or mailed to the Department. The complainant will be given a copy of the completed complaint form. Telephone complaints will be accepted if the information provided allows for a meaningful investigation.

All complaints will be thoroughly investigated. The investigation will include interviews with the complainant, witnesses and the officer(s) involved, as well as examination of any pertinent evidence. All investigations will be completed within 30 days from the receipt of the complaint; unless the Chief of Police grants an extension. After completion of the investigation, a complaint disposition will be made based on each alleged act of misconduct. The complainant will be advised of the disposition in writing.

The complaint will be classified with one of the following dispositions:

**Not Sustained / Unfounded** – When the investigation indicates the alleged action did not occur.

**Not Sustained / Exonerated** – When the investigation indicates the act occurred but was justified, lawful and proper.

**Not Sustained / Inconclusive** – When the investigation discloses insufficient evidence to clearly disprove allegations made.

**Sustained** – When the investigation discloses the alleged act did occur, and constitutes misconduct or improper job performance.

***For more information call  
(657) 278-2515***



***University Police  
Department***

**COMPLAINT PROCEDURE**



**800 N. State College Blvd  
Fullerton, CA 92834**

**DENNIS DEMAIO  
CHIEF OF POLICE**

# CALIFORNIA STATE UNIVERSITY FULLERTON POLICE DEPARTMENT CITIZEN COMPLAINT FORM

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NAME: \_\_\_\_\_ HOME PHONE #: \_\_\_\_\_ WORK #: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

WITNESS  
NAME: \_\_\_\_\_ HOME PHONE #: \_\_\_\_\_ WORK #: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

WITNESS  
NAME: \_\_\_\_\_ HOME PHONE #: \_\_\_\_\_ WORK #: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

OFFICER(S) INVOLVED  
NAME, # OR DESCRIPTION: \_\_\_\_\_

LOCATION OF OCCURANCE: \_\_\_\_\_

DESCRIPTION OF EVENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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 A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OF FINDINGS RELATED TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

*I HAVE READ AND UNDERSTAND THE ABOVE STATEMENT.* \_\_\_\_\_

SIGNATURE OF COMPLAINANT

Person Receiving the Complaint: \_\_\_\_\_ DATE/TIME: \_\_\_\_\_