

## **CHIEF'S MESSAGE**

Police Officers are unmistakable symbol of the law and the community they serve. The police department cannot solve crime problems without the support of the community. Together, they can improve the quality of life for everyone.

The members of the Sanger Police Department, in partnership with the community, are dedicated to excellence in the delivery of public safety services.

The police department is working hard to achieve three basic goals. (1) To reduce the incidents of crime to the end that a high quality of life exists for all. (2) To maintain a high level of police service to the community and our visitors and (3) to maintain a professional public image to the end that community confidence in their police is high.

It is the policy of the Sanger Police Department to accept, register and thoroughly investigate all complaints of alleged misconduct or lack of service. Accordingly, we also document and reward exemplary performance on the part of police officers and non-sworn personnel of the department.

As the Chief of Police, I value your opinion of the quality of service and the individual performance demonstrated by our police employees. Please share your opinion with me.

*Thomas L. Klose  
Chief of Police*

### **What if I want to COMMEND an Officer/Employee?**

Just fill out this form and return it to the Sanger Police Department. We appreciate you taking the time to commend police employees. It means a lot to the individual employee(s) and assists the department in rewarding positive performance.

### **What if I want to make a SUGGESTION?**

New ideas often result in better service to the community and save taxpayer dollars. If you would like to make a suggestion that you think would improve police services in Sanger, fill out this form and return it to the Sanger Police Department.

### **What if I want to make a COMPLAINT?**

You may call or ask to see the Watch Commander if you wish. If your complaint is not received or you want to pursue a written complaint, you can use this form to document the facts and return it to the police department. Please be as accurate and specific as possible.

### **Will the Chief of Police know I've complained?**

Yes. The Chief of Police receives ALL written complaints. The employee's superiors are also notified of the complaint and the investigation.

### **Who will investigate my complaint?**

Either a special investigator from the Internal Investigation Section or the employee's supervisor will investigate your complaint.

### **Do I have to complain in person?**

No. However, you will be asked to put your complaint in writing and sign the form. We also welcome the opportunity to discuss your concerns complaints in person or by telephone if you do not wish to file a formal complaint.

### **What about the "lie detector"?**

In certain cases, where we cannot establish the truth any other way, you may be asked to take a polygraph examination and/or give a sworn statement under oath.

### **What will happen to the employee?**

That will depend on what he/she did. If the officer's /employee's actions are criminal, they will be dealt with through the District Attorney's Office and the Courts. If they were improper, but not criminal, the employee may be disciplined by the Chief of Police. If the facts of the investigation support a conclusion that the officer or employee's actions were legal and proper he/she will be exonerated. Should the facts indicate you complaint is false the complaint will be unfounded.

### **Will I be notified as to what action is taken against the officer/employee?**

No. Complaints against police personnel are considered confidential and we are precluded by law from disclosing what action was taken against the employee. You will be notified by letter of the disposition and findings of your complaint. (CPC 832.7)

### **What if I'm not satisfied with the investigation?**

Please call the Chief of Police at 875-8521. If you are not satisfied with this, you have several alternatives including the City Manager, the City Council, an attorney, or in some cases, the Fresno County District Attorney or the Grand Jury.

Our goal is that you will never need to use the information contained in this brochure to register a complaint. We do not want to fail in our

continuing efforts to give you the best possible police service.

**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'S 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 TOMAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST 5 YEARS.**

**IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE.**

**I have read and understand the above statement.**

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**Complainant**

Name \_\_\_\_\_  
First (Middle) (last) (Age)

Address \_\_\_\_\_  
(Street) (City) (State) (zip)

Home phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Ext. \_\_\_\_\_

\_\_\_\_\_ I want to Commend: \_\_\_\_\_

\_\_\_\_\_ I want to Suggest: \_\_\_\_\_

\_\_\_\_\_ I want to Complain: \_\_\_\_\_

At (location) \_\_\_\_\_ On (Date) \_\_\_\_\_

At About (time) \_\_\_\_\_ AM/PM, He/She/They \_\_\_\_\_

Details. It is important to include as many facts as possible. i.e. names, badge numbers, witnesses, etc. Please be specific.

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(Attach as many sheets as necessary)

I DECLARE THESE STATEMENTS TO BE TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

\_\_\_\_\_  
Date Signature

\_\_\_\_\_  
(Signature of Parent/Guardian if under 18 years old)

Place Stamp Here Post Office will Not deliver this Form unless stamped



Do You Want To Commend A Police Department Employee?

Do You Want To Make A Suggestion To Help Improve Police Services?

Do You Have A Complaint About A Police Employee or Our Services?

Office of CHIEF OF POLICE 1700 7<sup>th</sup> Street Sanger Ca. 93657

SANGER POLICE DEPARTMENT 1700 Seventh Street Sanger, California 93657