
WE WANT TO KNOW!

HAVE OUR EMPLOYEES DONE SOMETHING GOOD?

A relationship of trust and confidence between members of the Police Department and the community they service is essential to effective law enforcement. Law enforcement officers must be free to exercise their best judgement 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.

When our employees have done their job in a manner which you appreciate, we feel it is important to let them know.

DO YOU THINK THEY MAY HAVE DONE SOMETHING WRONG?

The Redding Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedures for corrective action when officers conduct themselves improperly. 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 Redding Police Department, in compliance with Section 832.5 of the California Penal Code, welcomes feedback from citizens of the community regarding the performance of our employees as well as the department.

WHEN YOU HAVE QUESTIONS OR RECOMMENDATIONS

The Redding Police Department is committed to providing the best police service possible. Citizen cooperation and input is essential if the Department is to succeed in this goal. If you have questions about any specific action taken by the Department, have questions about how the Department operates, or have a recommendation on how we can improve your police services, you can:

Call the Police Department:
(530) 225-4200

Visit or Write the Police Department
1313 California Street, Redding CA,
96001

Via e-mail at:
chiefofpolice@reddingpolice.org
www.reddingpolice.org

REDDING POLICE DEPARTMENT

1313 California Street
Redding, California 96001-0698
(530) 225-4200

(Revised 11/2008)

REDDING POLICE DEPARTMENT

COMMENDATION OR COMPLAINT

HOW TO OFFICIALLY COMMEND
OR FILE A COMPLAINT ON
A POLICE DEPARTMENT
EMPLOYEE



**Peter T. Hansen
Chief of Police**

HOW DO I COMMEND A POLICE DEPARTMENT EMPLOYEE?

If you wish to commend the actions of any Redding Police Department employee, you can:

- Ask to speak to the employee's supervisor and verbally communicate your praise; or,
- You can write a letter to the Chief of Police explaining your praise.

Commendations received by the Chief of Police for any Redding Police Department employee result in advising the employee of your gratitude and in permanently recording the employee's actions and your appreciation in the employee's personnel files.

The employee, depending on the situation, could be considered for other Departmental/community awards or recognition.

HOW CAN A COMPLAINT BE FILED?

A complaint may be filed by contacting the Police Department either in person, by telephone, or in writing. The person receiving the complaint will ask for as much information as possible regarding the incident. It is extremely important to the investigation that a complete statement, which may be recorded, is obtained, and that a Citizen Contact form be completed and signed by the complainant.

While personal contact is desirable, if the initial complaint is made by telephone or letter, it will be necessary for the complainant to be available to the investigator for a personal interview.

WHO CAN FILE A COMPLAINT?

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

WHO TO CONTACT?

Complaints can be made any time during the day or night by either calling the Department, (530) 225-4200, or in person at 1313 California Street, Redding. The on-duty supervisor and/or watch commander will take the initial complaint.

WHO WILL INVESTIGATE THE COMPLAINT?

The officer's immediate supervisor or on-duty watch commander will investigate the complaint. In more serious cases that warrant an internal affairs investigation, the Chief of Police will assign the complaint to the appropriate person for completion.

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 will require the investigators to contact all available witnesses, including police officers, examine any relevant physical evidence, and gather all information pertinent to each allegation made in the complaint. This also includes referring the complaint to an outside agency such as the District Attorney's Office or to another investigative agency when necessary. If the complaint is found to be true, the officer may face discipline ranging from verbal reprimand to dismissal.

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 found to be true, the discipline to be administered. The Chief will rely on the investigative results.

The Police Department shall provide written notification to the complaining party of the disposition of the complaint within 30 days of the disposition. All other information is confidential and may not be disclosed except by order of the court.

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 ways for recourse.

You may contact the City Council, the City Manager, or in some cases the Shasta County District Attorney's Office or Shasta County Grand Jury.

The California Department of Justice and the Federal Bureau of Investigation also investigate complaints against police officers. You may, of course, seek legal advice from an attorney.
