



## CITIZEN COMPLAINT PROCESS

### How do I file a complaint?

It is desirable that you come to the Campus Police Department, building 6600A, where your complaint can be heard in-person by a supervisor. However, complaints may also be submitted by telephone (805-546-3205), email (CCPD@cuesta.edu), or by mail (PO Box 8106, San Luis Obispo, CA 93403).

### What is involved in the investigation?

Persons desiring to file a complaint will be encouraged to speak with a supervisor, so we may resolve the issue without delay. Complaints will be promptly reviewed by the Chief of Police, or their designee, who will conduct a preliminary assessment to determine whether the allegation(s), if true, would constitute a violation of Police Department or College policy/procedure, or federal, state, or local law. The preliminary assessment may include a brief interview with the complainant or relevant witnesses.

If the preliminary assessment determines that all policies/procedures and laws were followed, the Police Chief or their designee will explain such findings to the complainant. If the preliminary assessment identifies a potential violation of policies/procedures or laws, the Chief of Police or their designee shall initiate a formal investigation of the complaint, which shall include, when applicable, contacting witnesses, examining evidence, and gathering information pertinent to each allegation made.

### How do I find out the results?

After completing the investigation, the Chief of Police will provide a disposition for each allegation in the complaint. You will be notified in writing of the results of the investigation and disposition no more than 30 days after the Chief's finding. If the Police Department employee named in the complaint is found to have violated a policy, rule, procedure or law, the Chief of Police will administer appropriate corrective and/or disciplinary action. California law prohibits the disclosure of the specific nature of the discipline, if any, imposed on the employee.

### What are my rights?

**YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY MISCONDUCT OR IMPROPER JOB PERFORMANCE. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND 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.**

