

# SANTA CRUZ POLICE DEPARTMENT

## General Orders Cover Sheet

Topic: CONDUCT REVIEW, CITIZEN COMPLAINTS AND ADMINISTRATIVE INVESTIGATIONS

1. Performance Responsibility:  
Supervisory: Administration Division Commander  
General: All Personnel
2. Use Requirements: All citizen complaints or allegations of misconduct on part of Department personnel.
3. Outside Impact: City Manager  
City Personnel  
District Attorney  
General Public  
City Attorney  
Citizens' Police Review Board (CPRB)
4. Training Requirements: All Personnel  
Distribution of G.O.  
Roll Call Review
5. Internal Review: Annual
6. Any Special Distribution Requirements: CPRB
7. Reference Laws: Penal Code Sections 832.5, 832.7.  
Santa Cruz Municipal Ordinance 94-19.  
Government Code Sections 3300-3311
8. How Indexed: Conduct Review  
Citizen Complaints  
Internal Affairs  
Misconduct
9. Effective Date: 4-15-83  
Revised: 11-1-95

STEVEN R. BELCHER  
STEVEN R. BELCHER  
Chief of Police

## CONDUCT REVIEW, CITIZEN COMPLAINTS AND ADMINISTRATIVE INVESTIGATIONS

### PURPOSE:

To establish department policy and operational procedures for the investigation of citizen complaints and for the investigation of alleged misconduct on the part of department personnel. To comply with Section 832.5, 832.7 of the California State Penal Code, and Santa Cruz City Ordinance 94-19.

### POLICY:

Conduct review is simply the following:

An internal audit which is used to protect exposure of an agency, and a proactive approach to preventing/correcting negative actions by law enforcement professionals.

Conduct review assists in providing the community with the best possible service to the community through properly trained law enforcement professionals. It allows agencies to evaluate trends and issues to assist in alleviating exposure to civil litigation. It assesses training needs, disciplinary issues, and policies which may need improvement. It provides agency legal counsel an opportunity to review disciplinary trends, policy and procedures, and an opportunity to correct or eliminate potential problems before they arise or increase in scope and number.

Perhaps most importantly, conduct review allows for the evaluation of an employee's suitability for the profession when training does not correct deficiencies. It allows for evaluating the demeanor and style of those considered to train new employees in law enforcement. This gives the newest employee the best groundwork from which to build his or her career correctly; our new employees must learn the best work habits from those who have demonstrated their abilities to do the job well.

Lastly, conduct review is a clear commitment to those we serve that we in the law enforcement profession demand the best for our community. Community confidence in our law enforcement agency is paramount; credibility is the cornerstone to professionalism, and we must be willing to follow-through with developing and correcting our personnel to accomplish our mission to protect and serve the public. This credibility starts from within, encourages public support and input, and demonstrates commitment by actions, not just words.

True professionals set standards, commit to these standards, and do the right thing to uphold these standards. Reviewing conduct is an integral part of professionalism and accomplished by various methods. Police agencies must be willing to take a stand on improving improper conduct, and correct deficiencies through progressive training and discipline. Some in the profession may view this as biased against the active law enforcement officer. The reverse is true. Our community wants and expects active law enforcement officers in the community and in leadership roles. To unnecessarily lose an employee from our profession because no measures to correct and/or improve work performance were taken, is devastating not only to the employee but also to the agency and community. Ethically, as well as financially, law enforcement has an obligation to serve and protect their communities in the best ways possible. Conduct review is a major step in this obligation - a positive, best foot forward to insure that those who can succeed do, and that those who are best suited to other careers are told just that.

Conduct review is a "win-win-win philosophy". The community has the confidence that we have the best people serving their needs; the department is served by competent, well-trained personnel; and negative situations are reduced, eliminated, or handled professionally in order to assist the employee, agency and community.

The police department encourages and fosters the respect, confidence, and support of the community in order to effectively discharge its duties and responsibilities. Individual employees represent the police department and are subject to public scrutiny and evaluation. Individual employees greatly influence the degree of trust that the public has in the police department. To respond to the needs of the public, the police department must seek out, accept, interpret, and carefully consider any and all expressions of concern by the citizens who come in contact with personnel of the department. The police department has a duty to provide a system for: receiving, evaluating, and investigating complaints and for taking corrective measures when appropriate, and to explain our actions when they are reasonable. The department provides a readily available process in which the community and department members can have confidence that complaints about department procedures and actions will be given expeditious, efficient, and fair attention. Any employee may accept complaint information and a copy of this general order is available to any citizen upon request.

It shall be the policy of this department to receive, record, and thoroughly investigate all citizen complaints alleging misconduct on the part of department personnel.

### **DEFINITIONS:**

#### **Personnel Defined:**

1. All employees, sworn, and nonsworn, under the control of the Chief of Police.

#### **Complaint Defined:**

1. A complaint is an allegation of misconduct committed by any person described under the definition of personnel. A complaint may be any form of communication that concerns a procedure, conduct, or unlawful actions. A complaint is different than an inquiry.

#### **Inquiry Defined:**

1. An inquiry involves a contact where the incident reported does not constitute misconduct or constitute misconduct of a minor nature for which the person making the contact does not wish to initiate a complaint, but rather simply wants to bring the contact to the attention of the Department. An inquiry is usually when an employee has performed in a manner that may not seem appropriate from the perspective of the person making the inquiry. An inquiry is a situation that may be resolved with the inquiring party by explanation provided by another department employee or supervisor.
  - a. Inquiries shall normally be investigated by the immediate supervisor of the involved person.
  - b. Inquiries shall be documented on an internal To/From memo which shall be sent through the chain of command to the Division Commander. The Division Commander shall review all inquiries and either accept for filing, return for further work or request that an internal affairs file be opened on the subject.
    - 1) The memo shall be retained in the yearly evaluation file of the employee and will not be retained in the officer's internal affairs file. All memos placed in the evaluation file, shall be signed/initialed by the officer.

#### **Misconduct Defined:**

1. Commission of a criminal offense.
2. Violation of City or Departmental policies, rules, regulations, procedures, or orders.

3. Negligence in the performance of duty.
4. Conduct which reflects unfavorably upon the Department or its personnel.
5. Omission of performing any duty required by Department policies, rules, regulations, procedures, or orders.

**Complaints Defined:**

1. Procedural - This involves a complaint that centers on a question that involves a procedure, whether the particular procedure was correctly followed and whether the procedure at issue should be examined for modification.
2. Conduct - This involves a complaint that centers on the conduct of the employee. It may be simple conduct concerning attitude or it may be a more serious allegation, such as excessive use of force that has not reached a level of unlawful action.
3. Unlawful Action - This involves a complaint of an action that if proven, would be a violation of any law or statute.

**Statement of Findings Defined:**

1. Unfounded - Where the investigation shows that the act or acts of which complained did not occur or were misconstrued.
2. Exonerated - Where the acts which provide the basis for the complaint occurred, but the investigation shows such acts to be justified, lawful, and proper.
3. Not Sustained - Where the investigation fails to disclose sufficient facts to prove or disprove the allegation made in the complaint.
4. Sustained - Where the investigation discloses sufficient facts to prove the allegations made in the complaint.
5. No Finding - Any of the following: the complainant failed to disclose promised information to further the investigation; the investigation revealed that another agency was involved, and the complaint or complainant has been referred to that agency; the complainant wished to withdraw the complaint; the complainant is no longer available for clarification.
6. Mediated - When the complaint is resolved by mediation (as defined in Ordinance 94-19).

**Level of Evidence Necessary to Sustain a Complaint:**

1. A clear and convincing level of evidence must exist in order for a complaint to be sustained.

**Discipline Defined:**

1. For purposes of this order, discipline shall mean written or oral reprimand, suspension, demotion, disciplinary reduction in salary, transfer for discipline or discharge.

**Corrective Action Defined:**

1. Corrective action may be disciplinary or nondisciplinary. An example of nondisciplinary action would be training, oral reprimand, or other counselling.

**C-7. CONDUCT REVIEW, CITIZEN COMPLAINTS AND INTERNAL AFFAIRS****A. Receiving Complaints**

1. Any employee may receive a complaint. Complaints may be made in person, by letter, by telephone, anonymously, verbally, in writing, by recorded device, or any other manner of communication.
  - a. Employees receiving oral complaints from a person shall reduce the complaint to writing on a to/from memo.
  - b. Employees shall, whenever practical, furnish the complainant form 2110-015 and request the complainant complete and sign the complaint form.
    - 1) It should be noted on form 2110-015 signature line if the complainant is unwilling to sign the form. For example, "refused to sign."
  - c. If possible, complainants shall be provided a copy of their own written statements at the time the complaint is filed. The supervisor receiving the complaint shall indicate if the complainant was given a copy of their complaint, and if not, why not, i.e., complaint being typed, etc.
  - d. If a concern is received via telephone, the supervisor shall explain the inquiry/complaint process and document it in their memorandum.
  - e. All written complaint information received by the department shall be forwarded to the Chief of Police.
2. Whenever possible, a complaining person should be referred to the immediate supervisor of the employee about whom he is complaining.
  - a. If the employee's immediate supervisor is not available, then the complaining party should be referred to the current on duty supervisor, the employee's on duty section commander or the next person in the chain of command. They will not attempt to circumvent the complaint by making the complaint process appear difficult. Once met by a supervisor, they will be personally attended by that supervisor. If necessary, the citizen will be escorted to and personally introduced to the supervisor who will listen to their complaint. They shall not be given the runaround.
  - b. If the complaining party wishes to discuss their complaint with the Internal Affairs Unit only, then proper arrangements should be made to allow this to occur, preferably during normal business hours (Monday - Friday, 0800 - 1600).

- c. All department personnel regardless of division or assignment shall be obligated to advise a department supervisor of observed or reported misconduct involving police department personnel.
  - 1) The observing/notified supervisor shall take appropriate action.
- d. The Citizens' Police Review Board (CPRB) is authorized by statute to receive citizen complaints. A complaining party that contacts the police shall not be referred to the C.P.R.B. as this could be interpreted later as a refusal (or reluctance) to accept a complaint.

**B. Documenting Complaints**

- 1. All complaints shall be reduced to writing.
  - a. The complaining party shall be provided a citizen complaint form (2110-015) and be requested to complete it. However, if they are not interested in writing their complaint, the employee receiving the complaint information will reduce it to writing.
  - b. If a supervisor provides information or an explanation to a complainant and it satisfies their concern, then this should be documented in a memo (refer definition of inquiry, Section 1a).
- 2. All complaint memos and/or SCPD forms 2110-015 will be routed as confidential in a sealed envelope, under cover directly to the Internal Affairs Unit with any applicable documents attached. A copy of any SCPD Crime/Incident report applicable to the complaint shall be attached.

**C. Assignment of Complaints**

- 1. The Internal Affairs Unit shall notify the Chief of Police of the complaint and the alleged facts surrounding the complaint.
- 2. The Chief of Police and the employee's Division Commander will determine:
  - a. If further investigation or supervisory input is necessary.
  - b. Who will be assigned to further investigate or provide input, if necessary.
  - c. Necessary Bifurcation: The Chief of Police shall identify those situations in which a possible criminal investigation should be bifurcated from the internal complaint investigation. The decision shall be coordinated with the appropriate prosecuting agency who would prosecute if a criminal complaint were to be issued on the incident.
- 3. Upon authorization of the Chief of Police, the CPRB shall be provided a "notice of citizen complaint" within five working days. The CPRB shall be notified of the citizen complaint disposition within five working days of the completion of the investigation.

4. The assignment of an investigation should include a reasonable time schedule for the completion of the investigation. The complainant(s) shall be promptly notified in writing that their complaint is being investigated and an estimated completion date of the investigation. Should an investigation take more than the original estimate, it is the investigator's responsibility to notify the complainant of the delay along with a revised estimated time for completion.
5. Complaints must normally be filed within six months of the date of the incident giving rise to the complaint. Complaints filed after six months of the alleged misconduct will be accepted, but may not be investigated to the extent when a complaint is filed within six months of the incident. The extent of the investigation and/or reply to the complaining party will be at the discretion of the Chief of Police.

#### **D. Internal Affairs Unit**

1. The Internal Affairs Unit is responsible to, and reports directly to the Chief of Police. Day to day management of the Internal Affairs Unit is monitored by the Deputy Chief of the Administration Division in order to assess and manage the workload.
2. The Internal Affairs Unit will be responsible for investigating any complaint as assigned to the unit by the Chief of Police or by the Deputy Chief of the Administration Division.
3. The Internal Affairs Unit does not ordinarily conduct criminal investigations on department members, but is responsible for any type of investigation assigned to the unit.
4. In cases of police involved shootings or other serious injury cases as defined in the Santa Cruz County Fatal Incident Protocol (General Order 0-12, Force, Use of), the Internal Affairs Unit will be immediately notified.
  - a. Response of the Internal Affairs Unit to any such incident will be at the direction of a Division Commander or the Chief of Police.
5. The Internal Affairs Unit, or as directed by the Chief of Police, shall within five working days upon completion of an investigation, notify the CPRB that the investigation has been completed. The Citizens' Police Review Board has 30 days to complete their review of the investigation and make its recommendation to the Chief of Police.
6. The Internal Affairs Unit shall, upon the completion of an investigation at the end of the 30-day period, notify the complaining party by mail that the investigation has been completed and its disposition. If the complainant wishes to know more, he/she may be referred to the Deputy Chief of the involved personnel or the Chief of Police.

#### **E. Investigative Approach**

1. The individual assigned to conduct an investigation of the complaint shall only act as a fact finder.
  - a. Recommendations for dispositions and discipline shall not be a part of the fact finder's responsibilities. Conclusions as to any apparent violation(s) or acceptable actions may be made.

- b. Investigations must be expeditious, thorough, complete, and objective.

#### **F. Administrative Investigations**

1. The involved personnel will be made aware at the onset that they are the subject of a complaint and investigation. He/she will be afforded the opportunity to prepare written reports, secure witnesses and gather any other information pertinent to the complaint.
  - a. There are two exceptions to this employee notice: when disclosure of the pending investigation would adversely affect the investigation, or where disclosure would identify a complainant who wishes to remain anonymous.
2. For sworn employees, the investigator will adhere to the laws as set forth in Government Code Section 3300-3311 (commonly referred to as the Public Safety Officers Procedural Bill of Rights). (Attached).
  - a. Any inconsistencies with the Government Code which occur will result in the administrative investigation being redone.
3. The employee will be admonished specifically that the investigation is administrative only and all applicable case law will be used as guidance.
4. All interviews related to a scheduled administrative investigation, whether a police department employee or a citizen, will be tape recorded.
  - a. Citizens who desire that no tape recording occur will have their request honored.
  - b. The recording does not apply to routine supervisory inquiries.
5. An administrative investigation interview with an accused employee will not occur simultaneously with a criminal investigation interview. Each interview shall be separate and distinct. The assigned investigator for an administrative investigation shall not be assigned to a criminal investigation involving the same allegation or vice versa.
6. If, during an administrative investigation interview it appears that the employee under investigation committed a criminal offense, the administrative investigation may be suspended, pending the completion of a separate and distinct criminal investigation. The decision to open a criminal investigation will rest with the Chief of Police or, in his absence, the Division Commanders.

#### **G. Criminal Investigation**

1. Whenever possible, a criminal investigation will occur prior to an administrative investigation.
  - a. A criminal investigation will be separate and distinct from an administrative investigation.
  - b. The involved employee will be informed that the investigation is a criminal investigation and not an administrative investigation.



- c. The investigator will adhere to all applicable rules of criminal procedure.
2. A criminal investigation will primarily be assigned to supervisory or management staff in the Investigation Section, however, exceptions may occur.
- a. This does not preclude supervisory or management staff in the Investigation Section from conducting administrative investigations when directed to do so by the Division Commander or the Chief of Police.

#### H. Review

1. Upon completion of any investigation (administrative or criminal), the investigating employee will route their work product to their supervisor for review.
  - a. The reviewing supervisor will check to insure that a complete, thorough, and objective fact finding investigation occurred.
2. If it is an administrative investigation, the reviewing supervisor may recommend a finding, and if appropriate, a recommendation for discipline and forward this up the chain of command.
  - a. If the administrative investigation was conducted by the Internal Affairs Unit and centered on employee(s) in the Operations Division, the Administration Division Commander will review the investigation to insure that it is complete, thorough, and objective. The Administration Division Commander will then route the completed investigation to the Operations Division Commander, who will recommend the finding, and if appropriate recommend discipline.
 

In the absence of the Chief of Police, or at the direction of the Chief of Police and/or to comply with Skelly requirements, this process may be modified dependant upon circumstances.
3. If it is a criminal investigation, the reviewing supervisor will be responsible to brief the Division Commanders and the Chief of Police prior to routing the investigation to the District Attorney.
  - a. The District Attorney will review a criminal investigation to determine its disposition.
  - b. Standard operating procedures prevalent in criminal investigations will prevail in a criminal investigation that centers on a police department employee.
  - c. The police department's investigator shall maintain an arm's-length in dealing with the prosecutor in order to ensure independent judgment by the prosecutor following their case review.
    - 1) This will help immunize the investigator and the department from a subsequent civil rights and/or false arrest action by the defendant-police personnel.
  - d. In cases in which a federal civil rights violation may be alleged, legal counsel for the police department may consider submitting the investigation to the United States Attorney rather than another prosecutorial agency.

**I. Discipline**

1. General Order C-8, Discipline, general guidelines as described will be used to determine, after review and if appropriate, what level of discipline should be recommended or imposed. All factors including progressive discipline and any mitigators must be considered.
2. Disciplinary action is outlined in the current Memorandum of Understanding. Disciplinary action is a loss of property rights. This includes suspension, demotion, disciplinary reduction in salary or discharge.
3. When recommending disciplinary action, the employee must be served with a written notice of intended disciplinary action setting forth specifically:
  - a. The nature of the contemplated action.
  - b. The type of action and/or length of time of action under consideration or recommended.
  - c. The specific reasons for the action with dates and times.
  - d. A statement advising the employee that he/she has five work days from the date of the notice to respond either personally or in writing at a review before the Chief of Police and may appear with any representative to show cause why the contemplated action should not be imposed.
  - e. A statement advising the employee that at the option of the Chief of Police, with good and sufficient cause, an extension of the five-day rule may be granted.
4. The supervisor who recommends a finding which includes disciplinary action shall include the notice to be served on the employee as described in 3 above. (Examples attached).
  - a. If the finding does not originate at the Division Commander level, it will be forwarded to the employee's Division Commander for review prior to service on the employee or delivery to the Chief of Police.
5. An oral or written reprimand may be made by any supervisor. Documentation of the oral reprimand, signed by the employee, shall be forwarded through the chain of command. Written documentation of an oral reprimand will be held in the employee's evaluation file for appraisal purposes. Prior to a written reprimand being placed in the officer's permanent personnel file, it shall be reviewed and approved by the Divisional Commander. A written reprimand may be placed in either the personnel file or the evaluation file at the discretion of the Chief of Police.
6. Supervisors will adhere to the grievance procedure written in each employees' Memorandum of Understanding.

**J. Modification to Assignment**

1. The involved employee may be ordered to return to the station if the supervisor becomes aware of serious violations constituting misconduct or unlawful behavior. The supervisor shall then contact a manager and seek authorization to assign the involved employee to a nondisciplinary station assignment pending the imposition of discipline by the Chief of Police.
2. The Chief of Police may temporarily reassign an employee to nonfield duties during the investigation of serious accusations of misconduct when the Chief of Police considers such reassignment to be in the best interest of the employee or the department. Such assignment shall be nondisciplinary and shall end at the conclusion of any investigation.
3. The Chief of Police may reassign an employee from duty to administrative leave with pay if the Chief of Police finds such leave to be in the best interest of the department. Such assignment shall be nondisciplinary and shall end at the conclusion of any investigation.

**K. Disposition**

1. The Chief of Police is responsible for the adjudication of all complaints.
2. The Chief of Police, or designee, shall consider the ramifications to an active or potential criminal case before deciding whether to immediately act on the final disposition, or wait until the conclusion of the criminal case before taking action.
3. The Internal Affairs Unit will notify each applicable employee of the finding of the investigation.
4. The Internal Affairs Unit will serve any corrective action memo or Notice of Intended Disciplinary Action memo on the involved employee. The employee will sign the document which may be entered into his/her personnel file. Any refusal to sign will be noted by the Internal Affairs representative. The original document will be retained in the case investigation file, with copies going to the employee, the Division Commander, and the Chief of Police.

Occasionally the employee's supervisor or section commander will wish to serve the employee with a corrective action memo or Notice of Intended Disciplinary Action memo for reasons of continuity. This is acceptable. After the employee has signed the document and has been provided with a copy of the signed document, the document should be routed in a sealed envelope to the Internal Affairs Unit, who will insure that copies go to the employee's Division Commander and the Chief of Police.

- a. When corrective action occurs that does not meet a level of disciplinary action, i.e., training, oral counselling or written reprimand, that information will be forwarded to the Internal Affairs Unit.

**L. Confidentiality**

1. All reports filed in the Internal Affairs Unit are strictly confidential. The Internal Affairs Unit and the Chief of Police are the only authorized personnel to have access to these reports. Other supervisory personnel within the department may view specific reports, only upon the approval by the Chief of Police, and only after showing need to do so. The Internal Affairs files are considered to be part of an employee's personnel file and as such, an employee may view material, by appointment, that exists in his/her file that relates to him or her as the subject of an administrative investigation.
  - a. The Citizen Police Review Board shall, upon authorization from the Chief of Police, review specific reports as outlined in Santa Cruz City Ordinance 94-19.

**M. Purge Criteria**

1. Internal affairs case files shall be retained for five years (per 832.5 PC) and may be purged after five years per General Order O-52, Destruction of Obsolete Records.

**N. See Attachments**

by  
C-7



**MEMORANDUM**  
**Police Department**  
*"Your Police, Our Community"*

DATE: October 1, 1999  
TO: All Police Supervisors  
FROM: Chief of Police  
SUBJECT: Citizen Inquiry Report Form Revision

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**History**

In 1996, General Order #C-7 was revised adding the classification of "Inquiry" as an alternative to the filing of a "formal" citizen complaint. It has worked very well but as with all forms or procedures, occasional updating is required.

**Inquiry/Complaint as defined on complaint form:**

**Citizen Inquiry:** This process allows for an immediate handling of your matter by the supervisor of the involved officer. The supervisor will be contacted and provided with the details of your matter. The supervisor will then be instructed to immediately review your matter with the officer and provide the appropriate training or counselling, to prevent any further recurrence. The matter will not be made available for review by the Citizens' Police Review Board. At the completion of this process, you may be contacted by the supervisor if you so choose, or you will be notified by mail that the matter is completed. This process will usually be completed within a month.

**Citizen Complaint:** This process allows for an investigation into the incident by Internal Affairs, or the officer's chain of command. Your case will be assigned to an investigator, who will collect evidence and conduct interviews of the officers and any witnesses. The matter will be made available for review by the Citizens' Police Review Board. If the complaint is sustained, the officer is subject to discipline. Once the investigation is completed, you will be notified by mail of the results. This process may take several months to complete.

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It is very important that persons who call the Police Department with a concern be handled in an expeditious and courteous manner. Callers should, if practical, be referred to the employee's immediate supervisor. If this is not possible, their manager may be contacted (if available). If neither are available, please obtain their name, phone number and a convenient time that they may be reached. With each message include what the person is calling about. Do not give the person calling the impression that you are "kissing" their call off. This will only exacerbate the problem later on.

After discussing the incident with the caller and explaining the alternative of a complaint versus an inquiry, if they chose the inquiry, complete the form in its entirety.

A general guideline to assist you is to use the criteria that if the alleged offense were proven to be true, would the officer's property rights be affected, i.e., would days off occur. If this does not seem to be the likely outcome and a written reprimand or less would be the probable outcome, an inquiry would be appropriate. Use of force complaints should not be accepted as inquiries.

It has been our experience that inquiries are the appropriate choice in many instances. Immediate feedback to the citizen and our employees (often involving perceptions), is probably the most valuable part of the inquiry process. The goal is to complete all inquiries within five (5) working days. Many can and should be completed the same day they are received.

Due to difficulty in tracking inquiries, two changes have been made. Under occurrence information, a "due date" box has been added. This is the date that your police manager has requested you to respond in, if it is an assigned inquiry. The other change is the form is now in triplicate, similar to our traffic complaint form. The white copy of the inquiry form is for the investigating supervisor, canary copy to the section commander (Lt.) and the pink copy to the Administrative Sergeant. This will allow us to better track inquiries, avoid duplication of work and reduce lost or untimely inquiries.



STEVEN R. BELCHER  
Chief of Police

SRB:bv



**\*\*FOR INTERNAL USE ONLY\*\***

*BY POLICE SUPERVISOR*

**CITIZEN INQUIRY REPORT**

**DEPARTMENT POLICY REGARDING COMPLAINTS AND INQUIRIES (GENERAL ORDER C-7), WAS EXPLAINED TO THE REPORTING PERSON AND THEY CHOSE TO MAKE AN INQUIRY:**

**EMPLOYEE SUBJECT(S) OF INQUIRY:** \_\_\_\_\_

**OCCURRENCE INFORMATION**

**INQUIRY INFORMATION**

<b>Date occurred:</b>		<b>RP Name:</b>	
<b>Time occurred:</b>		<b>Address:</b>	
<b>Location occurred:</b>	<b>Beat:</b>	<b>Phone - Home _____ Work _____</b>	
<b>Event/Dispatch #:</b>	<b>Case #:</b>	<b>RP did not want to complete a form, statement taken: <input type="checkbox"/></b>	
<b>Inquiry received by:</b>		<b>RP did not want to be re-contacted: <input type="checkbox"/></b>	
<b>Date received:</b>		<b>RP re-contacted date:</b>	
<b>Time received:</b>		<b>Time:</b>	
<b>Inquiry assigned to:</b>	<b>Date:</b>	<b>Manner:</b>	
<b>Due Date:</b>		<b>Date completed:</b>	

**Synopsis of Inquiry:**

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**Summary of Action Taken:**

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**Supervisors Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Reviewed by:** Lt. \_\_\_\_\_ **Date:** \_\_\_\_\_ DC. \_\_\_\_\_ **Date:** \_\_\_\_\_

**Date Placed in Divisional File:** \_\_\_\_\_ **Officer initials:** \_\_\_\_\_

**Attach Narrative** (Narrative, police reports, etc..) (Inquiry report to be purged from evaluation file one year from date placed in divisional file.)



**MEMORANDUM**  
**POLICE DEPARTMENT**  
*"Your Police, Our Community"*

DATE: September 17, 1999  
TO: All Personnel  
FROM: Steve Belcher, Chief of Police  
SRB  
SUBJECT: CITIZEN INQUIRY REPORT

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The following is the procedure for completing and processing the Internal "Citizen Inquiry Report":

1. Per General Order C-7, upon receipt of a citizen inquiry, the complaining party shall be referred to the immediate supervisor of the employee about whom they are complaining.
2. Use of force complaints will not be completed as a citizen inquiry.
3. The supervisor receiving the citizen inquiry shall complete the three part "Citizen Inquiry Report" form #SCPD-044 and route as confidential in a sealed envelope as follows:

Original	-	Retained by Investigating Supervisor
Canary	-	Section Commander
Pink	-	Administration Sergeant
- \*\* Until the Citizen Inquiry Report forms are re-printed, please add "Due Date" in blank space under "Manner".
4. The Investigating Supervisor shall attach a copy of all police reports applicable to the citizen inquiry, as well as any other necessary documentation.
5. Upon completion of the investigation, the investigating supervisor shall forward the entire investigation to the Section Commander to insure that a complete, thorough and objective investigation has occurred. Inquiries do not have "findings" as I.A. investigations do. Simply write out your investigation results. Often the inquiry will not reach a conclusion regarding right and wrong. The most valuable part of the process is often that the caller has felt they have been heard. Conversely through your discussion with the employee, they are aware of the perception they left the citizen with. Work toward a win/win situation.



6. Following that review, the Section Commander shall complete a memo indicating the inquiry has been reviewed and the investigation has been completed. The Section Commander shall forward the entire investigation to the Division Commander for review and approval.
7. The Division Commander shall sign and place the signed inquiry in the officer's division evaluation file and forward a copy of the entire package in a sealed envelope to the Administration Division for administrative review and logging of the summary information.