



NATIONAL CITY POLICE DEPARTMENT COMPLAINT OR COMMENDATION PROCEDURE FORM



The National City Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedures which not only subject its employees to corrective action when their conduct is improper, but also protects them from unwarranted criticism when their duties are discharged properly. It is our purpose to work with the community to provide, fair, and expeditious disposition of complaints about the conduct of our employees. The National City Police Department welcomes constructive criticism of our employees. The National City Police Department welcomes constructive criticism of our organization and valid complaints against its members or procedures as well as positive feedback for exemplary service.

We sincerely hope you will never need to make a complaint about our services. Should you need to, however, you may rest assured that we will objectively investigate your complaint, get to the truth, and take corrective action for any misconduct so as to preserve the public trust. Your complaint and concerns will be given the most serious consideration.

ANSWERS TO COMMON QUESTIONS ABOUT OUR COMPLAINT PROCESS

What if I want to make a complaint? If you believe that a member of the National City Police Department has committed an act of misconduct, you may ask to speak to a supervisor. The supervisor will discuss the matter with you and may be able to resolve the issue immediately and to your satisfaction. This is referred to as an inquiry. You may also choose to file a formal complaint. Certain types of complaints may require they be handled formally.

Where do I go to make a complaint? You may get in touch with a supervisor by calling our 24-hour police dispatch phone number at (619) 336-4411. You may also go directly to the lobby of our Police Facility, located at 1200 National City Blvd. in the City of National City, during normal business hours (Monday thru Friday, 7: 30am until 5: 30pm).

What happens after I file a complaint? If a supervisor handles your complaint informally, the matter will be discussed with the involved employee. The supervisor will provide the employee with correction, guidance or training as necessary. The supervisor may simply explain your position, so that similar instances may be better handled in the future.

If you choose to file a formal complaint, it will be forwarded to the Internal Affairs Unit for processing and assignment. Once your complaint is assigned a tracking number you will receive written confirmation that your complaint has been assigned to an investigator within (7) days. You may be contacted by the investigator for a more detailed interview about your complaint.

Who will investigate my complaint? Complaints are normally assigned to the employee's direct supervisor for investigation. In some circumstances the complaint may be assigned to the Internal Affairs Unit.

What will happen to the involved employee? That depends on what was done and what the circumstances were at the time. If the investigation finds that the employee conduct was improper, the employee may be disciplined.

Will I be told when the investigation is completed? Yes, you will be notified by mail that the investigation has been completed and will be told the disposition.

Written complaints may be submitted on the backside of this form either in person at the National City Police Facility, or by mail to:

National City Police Department
Internal Affairs Unit
1200 National City Blvd.
National City, CA 91950

If you have any additional questions about our complaint process you may contact the Internal Affairs Unit directly at (619) 336-4508.

I hereby verify the facts and circumstances I have detailed above are true and correct to the best of my knowledge. I understand I will be interviewed regarding this complaint. I agree to cooperate fully with the investigation.

NAME (PRINT)

DATE

SIGNATURE OF COMPLAINANT

PARENT OR GUARDIAN SIGNATURE
(IF COMPLAINANT IS UNDER THE AGE OF 18)

NATIONAL CITY POLICE DEPARTMENT

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YOUR CONTACT INFORMATION

NAME: _____ DOB: _____

ADDRESS: _____ HOME PHONE: _____

CITY: _____ ST: _____ ZIP: _____ CELL PHONE: _____

E-MAIL: _____

INCIDENT INFORMATION

INCIDENT LOCATION: _____ DATE: _____ TIME: _____

RELATED CASE NUMBER: _____

INVOLVED EMPLOYEE(S)

ID#: _____ NAME: _____

ID#: _____ NAME: _____

ID#: _____ NAME: _____

ID#: _____ NAME: _____

WITNESS (ES)

NAME: _____ PHONE: _____

NAME: _____ PHONE: _____

NAME: _____ PHONE: _____

NAME: _____ PHONE: _____

INCIDENT DETAILS

Describe the incident that led to this complaint, telling what happened from beginning to end. Be as clear and specific as possible. Describe what aspect(s) of the incident was improper and how it could be resolved to your satisfaction.
