

HOW A PERSONNEL COMPLAINT IS HANDLED

The Chief of Police will review the complaint and determine whether it will be investigated further.

After the investigation has been completed, it will be submitted for administrative review. The final reviewer is the Chief of Police who determines the appropriate action to be taken.

Pursuant to Penal Code Section 832.7(d), the Police Department will provide written notification to you of the disposition of the complaint within 45 days of the final review.

CRIMINAL CHARGES AND COURT PROCEEDINGS

Many times people who have been arrested allege they are not guilty of the charge. The validity of the arrest and the guilt or innocence of the person must be determined by a court of law, NOT the Police Department. Only the court is empowered by law to adjudicate such matters. The court proceedings provide an impartial forum where both sides of the case can be heard and the truth determined.



Personnel
Complaint
Procedure

PURPOSE

To ensure compliance with Section 832.5 of the California Penal Code which requires every agency to have a procedure to investigate citizens' complaints against a member of the Menifee Police Department.

HOW TO FILE A COMPLAINT

Any individual who is directly involved in or witnesses an incident in which he/she believes a member of the Menifee Police Department has acted in a manner which, if true, would be classified as misconduct should bring the matter to the attention of the Department by:

1. Telephone - Call the on-duty Shift Supervisor at 951-723-1500;
2. In writing, or
3. In person at the Police Department by speaking to a police supervisor, typically the on-duty Watch Commander.

WHERE TO FILE A COMPLAINT IN PERSON

You may come to the Menifee Police Department located at 29714 Haun Road. When you arrive, please inform the attendant that you wish to speak to the on-duty Watch Commander regarding a complaint against a member of the Menifee Police Department. Please do not give any details regarding your complaint to the dispatcher or front desk personnel, as neither has involvement in the complaint process.

A supervisor will conduct a preliminary investigation to determine:

- Whether Menifee personnel were involved;
- The nature of the allegation;
- Jurisdiction, and
- Ascertain if there is validity to the complaint as opposed to lack of understanding of agency procedures. Sometimes a complaint may be resolved by a simple explanation of our procedure.

You will be asked to complete and sign the Department's complaint form. You will be given a copy of the form.

HOW TO FILE A WRITTEN COMPLAINT

If you feel more comfortable mailing a letter rather than speaking with a police supervisor, you may send your letter detailing the facts of your complaint to:

**Office of the Chief of Police
Menifee Police Department
29714 Haun Road
Menifee, CA 92586**

There is no established format for the written letter complaint. Make sure you include the important facts. It would also be helpful to us to list all known witnesses, along with their names and addresses. A follow-up investigator may contact you; therefore, please include your return mailing address, a contact telephone number, and your hours of availability.

The complaint form is also available online.