

**Napa Police Department  
Citizen Complaint Procedure  
(707) 257-9550**

**Complaint # \_\_\_\_\_**

It is the policy of the Napa Police Department to thoroughly investigate all complaints of misconduct made against its employees. In order to do so, we must rely on the complainant to provide us with **truthful, factual, and unexaggerated** information.

Your statement should include:

- A factual account of how you believe the event occurred.
- Your explanation as to why you believe the employee(s) conduct was inappropriate.
- A detailed list of any injury or loss you may have suffered.
- A list of witnesses, if any.

Once you have read, understand, and have signed this form, your complaint will be assigned to a supervisor for investigation. In most cases, the investigation will be completed within thirty (30) days. However, in some cases, due to witness unavailability or other delays beyond our control, it may take longer.

After the investigation is complete, it will be reviewed by the Chief of Police who will determine the ultimate disposition. You will be notified, in writing, within thirty (30) days of the Police Chief's determination and disposition. The investigation will lead the Police Chief to any of the following dispositions:

**SUSTAINED** – The investigation clearly proved that the acts or omissions alleged in the complaint occurred and were a violation of some law, policy, or procedure.

**NOT SUSTAINED** – The investigation could NOT clearly prove that the acts or omissions alleged in your complaint did, in fact, occur.

**EXONERATED** – The investigation clearly proved that the acts or omissions alleged in your complaint did, in fact, occur, but that they were proper and/or not in violation of any law, policy, or procedure.

**UNFOUNDED** – The investigation clearly proved that the acts or omissions alleged in your complaint did NOT occur or that the employee accused did not commit them.

In order to maintain the highest standards of professionalism, it is our policy to take appropriate corrective action if a complaint is sustained and that the misconduct alleged and proven violates some policy, procedure, or law. This corrective action may include but is not limited to training, counseling, oral reprimand, written reprimand, suspension from duty without pay, reduction in rank or pay, or termination of employment. However, as a matter of law, in order to sustain any such administrative action, the complaint must be **PROVEN** by a "preponderance of evidence." That means that the evidence, which tends to show that the employee did act improperly must clearly outweigh the evidence that he/she did not.

**Citizen Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_