



**CITY OF LAKEPORT
POLICE DEPARTMENT**

BRAD RASMUSSEN, CHIEF OF POLICE

**2025 SOUTH MAIN STREET
LAKEPORT, CALIFORNIA
95453**

**TELEPHONE 707 263-5491
FAX 707 263-3846
E-MAIL info@lakeportpolice.org**

CITIZEN'S COMPLAINT INSTRUCTIONS

The Lakeport Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedures which not only will subject the officer to corrective action when he/she conducts himself/herself improperly, but also will protect him/her from unwarranted criticism when he/she discharges his/her duties properly.

Citizens are encouraged to bring complaints about the department operations and the conduct of its members to the attention of the Chief of Police whenever a citizen believes that such an act is improper.

It is desirable that you come to the Lakeport Police Department at 2025 South Main Street, where your complaint can be received. However, complaints may also be made by telephone or mail. All information received will be treated confidentially.

A parent or guardian's signature is required on any complaint filed by a person under 18 years of age.

Please complete the Citizen's Complaint form as fully as you can. If you have any problems with the form, the Chief or his designee will assist you. Return the form to the Lakeport Police Department. You will be given a copy to retain for your records.

A complete investigation of your complaint will be conducted by the Chief or another police supervisor. This investigation may include interviews of victims, witnesses, the involved officer, or anyone else that may be able to provide information regarding your complaint.

At the conclusion of the investigation, the Chief will make the final decision regarding the complaint and will notify you by mail. This process may take as long as 90 days. If you have not heard from the Chief within 90 days, please call to find out the status of your complaint.

NOTICE

You have the right to make a complaint against a police officer for any improper police conduct. California law requires this agency to have a procedure to investigate citizen's complaints. You have a right to a written description of this procedure. This agency may find that after investigation there is not enough evidence to warrant action on your complaint. Even if that is the case, you have the right to make a complaint and have it investigated; if you believe an officer behaved improperly. Citizen complaints and any reports of findings relating to complaints must be retained by this agency for at least five years.