**TO FILE A COMPLAINT OR COMMENDATION:**

PLEASE FILL OUT THIS FORM
ATTACH A STAMP AND PLACE IN THE MAIL

NAME: _____ ADDRESS: _____

PHONE: (DAY) _____ (EVENING) _____ (CELL) _____ (E-MAIL) _____

INCIDENT DATE/TIME: _____ INCIDENT CASE#: _____

EMPLOYEES INVOLVED (IF KNOWN): _____ INCIDENT LOCATION: _____

WITNESSES: _____

_____

THE FOLLOWING HAPPENED: _____

_____

_____

_____

_____

_____

_____

_____

**Please preserve any pictures, videos or documents which may assist us in our investigation.**

# How to make a Citizen's Inquiry, Complaint or Commendation

An Inquiry, Complaint or Commendation can be made by any of the following methods:

- Fill out the attached mailer and send to:

  Department of Public Safety
  Office of the Director
  P.O. Box 3707
  Sunnyvale, CA. 94088-3707

- Call the hotline at (408) 524-COPS (2677)
- In person at Public Safety Headquarters.
- Desk officer at (408) 730-7110
- FAX at (408) 730-5713
- http://publicsafety.insunnyvale.com Select: *Compliments And Complaints*

# Commending Exceptional Performance

Recognition of exceptional performance is also a valuable component of the citizen feedback process. Commendations, either verbal or written, are one of the best ways you can let someone know that you appreciate their good work.

Commendations received by the Director of Public Safety are forwarded to the employee with a copy placed in his or her personnel file. Your commendation will also be posted on the Department's bulleting board to be read by all employees. Although our employees don't expect to be thanked for everything they do, recognition of exceptional service is always nice. This kind of feedback helps us to know if we are doing a good job.

# SUNNYVALE

## DEPARTMENT OF PUBLIC SAFETY

## Citizen's Guide to Making Inquiries, Complaints and Commendations

The Department of Public Safety is committed to providing high quality police and fire services to the community. In order to be responsive to community needs, it is necessary to have citizen input.

The Sunnyvale Department of Public Safety encourages recommendations from the public on ways to improve our services. We welcome commendations for personnel who perform their duties exceptionally well and encourage inquiries and complaints about questionable performance, actions, policies or procedures.

Your constructive comments about our service will help us maintain our high level of service and foster a healthy relationship with the community.

Frank Grgurina
Director of Public Safety

# The Citizen's Inquiry and Complaint Process

## What is a Citizen's Inquiry?

A Citizen's Inquiry is any contact with a citizen in reference to an issue of concern that does not require a formal investigation. The Citizen's Inquiry process seeks to resolve the issue at an informal level, to the satisfaction of the citizen, by means of discussion, explanation or clarification. Citizen's Inquiries are generally handled by an on-duty supervisor. All Citizen Inquiries are documented and forwarded to the Director of Public Safety for review. A Citizen's Inquiry that is not resolved can become a Citizen's Complaint.

## What is a Citizen's Complaint?

A Citizen's Complaint is a formal documentation involving:

1. a complaint against personnel
2. a complaint against Department policy or procedure

which was not resolved at the Citizen's Inquiry level or because of the nature of the allegation, may require an administrative and/or criminal investigation.

All Citizen's Complaints are forwarded to the Director of Public Safety for review. The Director of Public Safety will then assign the Complaint to the appropriate investigator for follow-up. The investigation will usually include a review of all applicable reports, policies and procedures, examination of any evidence or medical records and interviews with all parties and witnesses.

## How long will it take?

A simple complaint might take only a day to complete, while a complex complaint might take several months to investigate and review. You will be notified every 30 days on the progress of the Investigation.

## What will happen at the end of the investigation?

The Director of Public Safety reviews every Inquiry and Complaint. If the Director determines that an employee violated Department policy or procedures, appropriate corrective action will be taken. The Director's review will also include looking for ways to improve policies, procedures and training.

The Director of Public Safety will also review the Complaint and findings with the City Manager. This review is to assure that the investigation was handled thoroughly and objectively.

At the end of the investigation, you will receive written notification of the Director's findings. State Law prohibits us from releasing specific details concerning personnel actions.

## Notification of Findings

You will receive written notification of the Director's findings.

Personnel complaint findings:

1. ***Sustained-*** The allegation made in the complaint was proven.
2. ***Not Sustained-*** The investigation failed to prove or disprove the allegation.
3. ***Unfounded-*** The investigation shows that the alleged act did not occur**.**
4. ***Exonerated-*** The investigation shows that the alleged act did occur, but was justified, lawful and proper under the circumstances.
5. ***No Finding-*** Insufficient information available to conduct investigation.

**Policy/Procedural findings*:***

In complaints against Department policy/ procedures, the Director may find that the policy or procedure is either:

1. appropriate as written OR
2. is in need of revision

Complaints sustained against policy/procedures will be sustained against the Department and not the officers involved.

## About the Sunnyvale Department of Public Safety

Sunnyvale's Department of Public Safety is comprised of approximately 200 sworn Public Safety Officers. Public Safety Officers train and work as both police officers and fire fighters. Each day the Department offers professional police and fire services to a residential population of 140,000 and to businesses employing an additional 100,000 people.

In an average year, the Department responds to more than 63,000 calls for service. These calls for service include police situations, fire emergency calls and emergency medical assistance. The combined yearly police and fire incidents generate over 24,900 reports. Law enforcement activities result in more than 3,200 arrests and over 20,000 citations issued.

In addition to the daily Fire and Police Field Operations, the Department operates an Investigations Bureau, Traffic Enforcement Unit, SWAT Team, Community Services Bureau, Fire and Environmental Services Bureau, Dispatch/Communications Division and a large staff of civilian professional support personnel.

It is through the efforts of all Public Safety employees that the City of Sunnyvale enjoys one of the lowest crime rates in the nation among cities of comparable size.

During the course of their duties, Public Safety employees interact with the public on all levels and in a wide variety of situations.

We are pleased to report that in a typical year, fewer than 20 of these public contacts result in some kind of citizen complaint.

DEPARTMENT OF PUBLIC SAFETY
OFFICE OF THE DIRECTOR
P.O. BOX 3707
SUNNYVALE CA. 94088-3707

Place stamp here