

TO SUBMIT A COMMENDATION OR COMPLAINT, PLEASE COMPLETE THE FORM BELOW, ATTACHED STAMP AND PLACE IN MAIL.

NAME: _____ ADDRESS: _____ EMAIL: _____
PHONE: _____ ALT. PHONE: _____
INCIDENT CASE #: _____ INCIDENT DATE/TIME: _____ INCIDENT LOCATION: _____
EMPLOYEE(S) INVOLVED: _____ WITNESS(ES): _____

INCIDENT
DESCRIPTION:

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

How to Make a Commendation or Complaint

A Commendation or Complaint can be made by any of the following methods:

- Complete the attached mailer and send to:
Department of Public Safety
Office of the Chief
P.O. Box 3707
Sunnyvale, CA 94088-3707
- Call the anonymous hotline at 408-730-7167
- In person at Public Safety Headquarters
- Desk officer at 408-730-7110
- FAX at 408-730-5713
- Sunnyvale.ca.gov
Search: Compliments and Complaints

Commending Exceptional Performance

Recognition of exceptional performance is a valuable component of the community feedback process. Commendations, either verbal or written, are one of the best ways you can let us know that our good work is appreciated.

Commendations received by the Chief are forwarded to the employee with a copy placed in his or her personnel file. The commendation will also be posted on the Department's bulletin board to be read by all employees. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always welcomed.

SUNNYVALE

DEPARTMENT OF PUBLIC SAFETY



Citizen's Guide to Making Commendations and Complaints

Sunnyvale Department of Public Safety (DPS) is committed to providing high quality police, fire, and EMS services to those who live, work, and play in Sunnyvale. Continuously striving to maintain our community's trust and satisfaction is paramount to the provision of effective public safety services. In order to be responsive to community needs, it is necessary to have citizen input.

DPS encourages recommendations from the public on ways to improve our services. We welcome commendations for personnel who perform their duties exceptionally well and encourage feedback regarding complaints about questionable performance, actions, policies or procedures.

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

Phan S. Ngo
Chief of Public Safety

THE COMPLAINT PROCESS

What is a Complaint?

A complaint is any formal expression of dissatisfaction for which the complainant desires follow-up activity on the part of the Department. A complaint may include, but is not limited to, dissatisfaction with:

- Any DPS policy or procedure
- Any action a Department member takes or the outcome of such action
- Employee conduct

Although anyone may file a complaint, it is up to the Chief of Public Safety (Chief) to determine whether there is merit for a complaint investigation, who will conduct the investigation and how the case will be investigated. 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 may 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 Chief reviews every investigation. If it is determined that an employee violated Department policy or procedures, appropriate corrective action will be taken. The Chief's review will also include looking for ways to improve policies, procedures and training. Complaint investigations and findings are also reviewed with the City Manager to assure that the investigation was handled thoroughly and objectively.

Notification of Findings

A written notification of the Chief's findings will be sent out at the end of the investigation, via certified mail. State Law prohibits us from releasing specific details concerning personnel actions.

Personnel complaint findings:

Unfounded: The act(s) alleged in the complaint either did not occur or that the Department member named in the allegation was not involved in the alleged act(s).

Exonerated: The act(s) alleged in the complaint occurred. However, the investigation revealed the acts were justified, lawful, and proper.

Not Sustained: The investigation determined that there was not sufficient evidence to prove clearly that the alleged act(s) did or did not occur.

Sustained: The investigation determined that sufficient evidence existed to prove that the act(s) alleged in the complaint occurred.

No Finding: The complainant failed to provide information promised to complete the investigation, was no longer available to clarify details needed to make a finding, advised he or she was no longer willing to cooperate in the investigation, or the DPS employee is no longer employed with the City of Sunnyvale before the investigation could be completed.

Complaint Withdrawn: The complainant alleging the act(s) involved in the case indicates he or she would like to withdraw the complaint.

Policy/Procedure complaint findings:

In complaints against Department policy or procedure, the Chief may find that the policy or procedure is either:

- Appropriate as written
- 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 police officers, firefighters and emergency medical technicians. Each day the Department offers professional police and fire services to a residential population of 155,567 and to businesses employing an additional 100,000 people.

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.

In an average year, the Department responds to more than 98,000 calls for service. These calls include police situations, fire emergencies, and emergency medical assistance calls. The combined yearly police and fire incidents generate over 24,900 reports. Law enforcement activities result in more than 2,500 arrests and over 20,000 citations issued.

In addition to the daily Fire and Police Field Operations, the Department manages 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.

During the course of their duties, Public Safety employees interact with the community 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 interactions result in a citizen complaint.

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

Please stamp here