

Personnel Complaint Summary

A personnel complaint is a serious accusation against a member of the Police Department.

- Supervisors are able to accept complaints at any time, from any source, whether in person, by mail or by telephone.
- In an effort to provide the highest quality of police service to the community, we strive to insure the integrity and professionalism of the Department. To this end, all complaints receive a prompt, fair, thorough and impartial investigation and review.
- You will be notified of the outcome of the investigation within thirty (30) days **after the completion of the investigation.**

DCPD-142

You may obtain a "Complaint Form" (DCPD-125) at our information desk. Desk hours are: Monday through Friday 8:00 a.m. to 10:00 p.m., Saturday 8:00 a.m. to 4:00 p.m., closed Sundays & holidays.

CITATIONS may be protested by another avenue:
Parking Citations: you may request a review by writing to the Office of Parking Violations, P.O. Box 9003, Redwood City, CA 94065-9003. (1-800-352-7567)
Moving Violations: you may protest by appearing in court on the date and time indicated on your citation.

Patrick Hensley
Chief of Police
333 90th Street
Daly City, Ca 94015
(650)991-8119

Personnel Complaint

Daly City Police Department



**DCPD Information Desk
(650) 991-8119**

What is a Personnel Complaint?

A Personnel complaint is a serious matter involving alleged misconduct on the part of Police Department personnel. Misconduct allegations may be made by or against any member of the department.

How Can I File a Personnel Complaint?

Ask to speak to a supervisor. They are able to accept complaints at any time from any source, whether in person, by mail or by telephone. If, after speaking to the supervisor, you wish to file a written complaint, the best way to initiate your complaint is to fill out our "Complaint Form" (DCPD-125).

If you are, for any reason, unable to complete the form yourself, the receiving supervisor may prepare the form from your statement.

You may prefer to call in your complaint and request a form over the phone.



What Happens to the Complaint Once I File it?

All complaints will be forwarded to the Office of the Chief of Police prior to designation for investigation. Your complaint may be assigned to the Management Control & Audit Unit, to the Bureau level or to the Criminal Investigations Division at the Chief's direction. Interviews will be conducted with all parties, and a report will be submitted to the Office of the Chief of Police with a recommended finding.

That report is sent to the accused personnel's immediate supervisor and superiors for review and comment. In all instances your complaint will receive a prompt and thorough investigation. In the event improper or substandard conduct is found, the responsible employee will receive immediate corrective action.

Normally, the outcome of the investigation will be mailed to you within thirty (30) days *after the completion of the investigation.*



"In all instances your complaint will receive a prompt and thorough investigation."