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**San Mateo Police Department**



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200 Franklin Parkway  
San Mateo, California 94403-1921  
Support Services Telephone: (650) 522-7620  
FAX: (650) 522-7601  
[www.cityofsanmateo.org](http://www.cityofsanmateo.org)

## **Citizen's Complaint Procedure**

I believe that a relationship of trust and confidence with our community is essential to effective law enforcement. Police officers must be free to exercise their best judgement and to initiate enforcement action in a reasonable, lawful, and impartial manner without fear of reprisal. However, police officers also have a special obligation to respect the rights of all citizens.

The San Mateo Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedures for our employees that can lead to corrective action while protecting them from unwarranted criticism during the proper exercise of their duties. This department welcomes constructive criticism of our procedures and valid complaints against our employees.

The purpose of this procedure is to provide prompt and thorough investigation of complaints regarding the conduct of employees of this department. Whenever someone believes our employees acted improperly, they are encouraged to bring it to my attention.

The most commonly asked questions about the Citizen's Complaint Procedure are addressed on the next page. Should you have any concerns or wish additional information, please contact me.

Sincerely,

ED BARBERINI  
CHIEF OF POLICE

## **What Happens to Your Complaint?**

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### **1. Initial Complaint:**

The complaint may be received in person, by telephone, or by mail. A written account of the complaint will be forwarded to the Support Services Captain and Police Chief.

To file a complaint:

- In person: Contact the Watch Commander at the Police Department.
- By telephone: 650-522-7730.
- By mail: Police Chief Ed Barberini  
200 Franklin Parkway  
San Mateo, CA 94403-1921

### **2. Initial Review:**

The Support Services Captain and Police Chief review all complaints and will coordinate any investigation.

### **3. Investigation:**

The investigator will notify the complainant within three days of receiving the case and is expected to complete the investigation in a timely manner.

### **4. Case Review:**

The investigation and report are reviewed by the Support Services Captain and will then be forwarded to the Police Chief, who will concur with the investigator's findings or request further investigation.

### **5. Notification of Case Completion:**

Once the case is completed, you will be notified of this fact within 30 days.

## San Mateo Police Department Citizen's Complaint Form

Complainant's Name:

Complainant's Address:

City

ZIP Code

Telephone Number:

Best time to call:

Report # or citation # (if known)

Date of Incident:

Time of Incident:

Location of Incident:

Witness to Incident:

Witness's Address:

City

ZIP Code

Witness's Telephone Numbers:

(days)

(evenings)

Name and identification number of employee(s) involved (if known):

Summary of what occurred:

(continue on reverse side/next page if necessary)

**Penal Code Sections 148.6 states:** 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 citizens' complaints. You have a right to a written description of this procedure.

This agency may find after the investigation that there is not enough evidence to warrant action on your complaint; even if that is the case, you have the right to make the complaint and have it investigated if you believe an officer behaved improperly.

Citizen complaints and any reports or findings relating to complaints must be retained by this agency for at least five years.

**I declare that the facts stated herein are true and correct to the best of my knowledge and belief:**

Signature of Complainant:

Date:

