

NARRATIVE:

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(Use additional pages if necessary)

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 complaints. You have the right to a written description of this procedure. This agency may find after an 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 the officer behaved improperly. Citizen complaints and any reports or findings relating to complaints must be retained by this agency for at least five (5) years.

It is against the law to make a complaint that you know to be false. If you make a complaint against an officer knowing that it is false, you can be prosecuted on a misdemeanor charge.

I have read and understood the above statement:

\_\_\_\_\_

\* Complainant

\_\_\_\_\_

Date

# City of Irvine PRIVACY STATEMENT


The City of Irvine takes your privacy seriously. This form asks you to provide the City with certain personal information. Such information is being requested and will be utilized by the City for the specific and limited purpose of future City correspondence regarding the subject-matter on this form. Pursuant to Measure S, an initiative ordinance passed by City voters in 2008, the personal information noted by an asterisk (\*) on this form will be kept confidential. Unless you expressly indicate otherwise or unless compelled by a court order, it will not be shared with other agencies businesses or individuals.

## IMPORTANT NUMBERS

Irvine Police Department	949-724-7000
City of Irvine	949-724-6001




City of Irvine  
1 Civic Center Plaza  
Irvine, California 92604



City of Irvine  
**POLICE**  
**DEPARTMENT**

ONE CIVIC CENTER PLAZA | IRVINE, CA 92604 | 949-724-7000  
www.irvinepd.org | irvinepd@irvinepd.org  
*"In Partnership with the Community"*



What About  
My  
Complaint?

Integrity • Quality Service • Accountability • Respect

## Message from the Chief:

To the Residents and Visitors of Irvine:

As your Chief of Police, I wish to assure you that a relationship of trust and confidence between members of the police department and the community we serve is essential to effective law enforcement. The police officer of today can solve the complex problems of a community only when working in concert with the entire community.

The Irvine Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedures which will not only subject personnel to corrective action when appropriate, but also protect personnel from unwarranted criticism during the proper discharge of their duties.

I invite your suggestions for methods of improving police services through constructive criticism of the department's procedures, comments indicating dissatisfaction with manner of performance, or information concerning commendable actions by employees of our police department.

A complaint against department personnel will be handled in a prompt and unbiased manner. As your Police Chief, I recognize that we must professionally and objectively investigate all citizen complaints as quickly as possible so we may arrive at all the facts which will quickly clear the officer's name or substantiate your complaint.

Some of the most commonly asked questions are addressed in this document. Should you have any concerns or desire additional information, please contact the office of the Chief of Police.



Mike Hamel  
Chief of Police

## Frequently Asked Questions:

### DOES THAT MEAN THE POLICE DEPARTMENT WANTS COMPLAINTS?

Of course not. We do want to know if our service needs to be improved or corrected.

### WILL YOU LISTEN TO MY COMPLAINT?

Certainly. We will investigate each matter and advise you of its disposition.

### WHO WOULD INVESTIGATE MY COMPLAINT?

Either an investigator from the Professional Standards Section or the officer's supervisor would investigate a complaint.

### DO I HAVE TO COMPLAIN IN PERSON?

No. We prefer to talk to you in person; however, we will accept a complaint by telephone or letter if necessary. It will not make any difference in the attention it receives.

### DO JUVENILES HAVE THE RIGHT TO FILE A COMPLAINT?

Yes. If you are under 18 years of age, you may still file a complaint, although we would prefer that you bring a parent or guardian with you. We also will require your parent or legal guardian to sign the complaint form.

### WILL I HAVE TO WRITE MY COMPLAINT OUT?

We have found that it is much easier to investigate a written complaint, so we prefer it that way. If there are valid reasons why this cannot be done, other arrangements can be made.

### WHAT WILL HAPPEN TO THE OFFICER?

That will depend on the disposition of the complaint investigation. If misconduct is found, the type of action taken will also depend on the officer's record. If the actions taken were criminal, the officer will be dealt with like any other member of the public. If they were improper, but not criminal, corrective counseling or discipline will be administered.

### WILL I FIND OUT THE RESULTS OF THE INVESTIGATION AND THE ACTION TAKEN AGAINST THE OFFICER?

You may find out the disposition of the complaint (not sustained, sustained, exonerated, or unfounded). The action taken against the police officer is confidential and may not be disclosed.

### WHAT IF I AM NOT SATISFIED WITH THE RESULT OF THE INVESTIGATION?

We certainly hope that would never happen. If it did, you could contact the Chief of Police, City Manager or, in some cases, the Orange County District Attorney or the Grand Jury. Our goal at the Irvine Police Department is that you will never need to use the information contained in this pamphlet. We do not want to fail in our continued efforts to give you the best possible police service.

### TO WHOM SHOULD THE COMPLAINT BE REPORTED?

Complaints may be filed in person with the Watch Commander or the police officer's supervisor at the Irvine Police Department. If you do not wish to file your complaint in person, you may telephone or mail your complaint to:

**IRVINE POLICE DEPARTMENT**  
**Office of the Chief of Police**  
One Civic Center Plaza  
P.O. Box 19575  
Irvine, CA 92623-9575  
Telephone (949) 724-7101

## Personal Information:

(All areas with an asterisk \* must be completed. Please read the City of Irvine Privacy Statement on the reverse side for information regarding confidentiality)

\* Last Name                      \* First                      \* Middle

\* Home Address

\* City                                      \* State                      \* ZIP

\* Home Phone                      \* Business Phone

Hours to be contacted:

\_\_\_\_\_  AM/  PM to \_\_\_\_\_  AM/  PM

Officer(s) you are complaining about:

Name: \_\_\_\_\_ Badge # \_\_\_\_\_

Date of Occurrence: \_\_\_\_\_

Time of Occurrence: \_\_\_\_\_  AM/  PM

Related Report Number: \_\_\_\_\_

Location of Occurrence: \_\_\_\_\_

(Narrative on Reverse Side)