

Complaint Procedure

The University Police Department welcomes valid complaints about the department's service or its personnel. Your constructive comments provide an open channel of communication between the department and the campus community which enables us to maintain the highest standards possible.

This policy exists in order to ensure thorough investigation of all complaints given to the department by members of the campus community.

If your complaint involves an officer, you'll be asked his/her name, badge number and car number. If you don't have this information, just explain what occurred and when it occurred (date, time, and location of the event).

Valid complaints help us to protect the community from possible misconduct. At the same time, a thorough and impartial investigation procedure protects those employees who perform their duties properly.

Reggie Parson,
Chief of Police

Classification of Complaints

Any complaint can be made without giving your name. Understandably, you cannot be informed as to the result of your complaint if you remain anonymous. However, if you make your identity known, **you will be advised of the disposition of each complaint.**

After a thorough investigation, your complaint will be classified with one of the following dispositions:

1. **Unfounded**—When the investigation indicates the act complained of did not occur.
2. **Exonerated**—When the investigation indicates the act occurred but that the act was justified, lawful, and proper.
3. **Not Sustained**—When the investigation discloses insufficient evidence to clearly prove or disprove the allegations made.
4. **Sustained**—When the investigation discloses that the act complained of did occur and constitutes misconduct or improper job performance.

University Police Department

Location:

Lot 19 (Parking Lot on North State Drive between Lake Merced Blvd. and Winston Drive)

Telephone:

Emergency - 24 hours 911

If you are on the main campus and using a cell phone, dial **(415) 338-2222** for the University Police.

Business - 24 hours (415) 338-7200
Personnel Complaints (415) 338-7828

Mailing Address:

San Francisco State University
Police Department
1600 Holloway Avenue
San Francisco, CA 94132-4045

Web Site Address:

<http://upd.sfsu.edu/>

Email Address:

upd@sfsu.edu

There are **three** ways you can submit a complaint to the University Police Department:

1. You may go directly to the University Police Department and make your complaint.
2. By telephone to the Chief of the University Police Department at (415) 338-7828. After discussing the matter with you, you will be sent a citizen complaint form to fill out.
3. Mail a letter with your complaint to Reggie Parson, Assistant Vice President for Campus Safety & Chief of Police, University Police Department, 1600 Holloway, San Francisco, CA 94132-4045.

**For more information, call
(415) 338-7200**

SUMMARY OF COMPLAINT PROCESS

AFTER YOUR COMPLAINT IS FILED, A POLICE DEPARTMENT MEMBER ASSIGNED BY THE CHIEF OF POLICE WILL PROMPTLY GATHER ALL INFORMATION PERTINENT TO EACH ALLEGATION OF MISCONDUCT IN THE COMPLAINT. THE FINAL DISPOSITION ON THE CASE WILL BE MADE BY THE CHIEF OF POLICE. YOU WILL BE NOTIFIED BY LETTER AT THE CONCLUSION OF THE INVESTIGATION. WHEN COMPLAINTS ARE FOUND TO BE SUSTAINED, THE CHIEF OF POLICE SHALL DETERMINE AND ADMINISTER APPROPRIATE CORRECTIVE ACTION.

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A PEACE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE THE RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER 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 RELATED TO COMPLAINTS MUST BE RETAINED FOR AT LEAST FIVE YEARS.

I HAVE READ AND UNDERSTOOD THE ABOVE STATEMENT.

SIGNATURE

PHONE COMPLAINT

THE ABOVE STATEMENT (IN BOLD) WAS READ TO COMPLAINANT.

PERSON RECEIVING COMPLAINT