



The Woodland Police Department realizes it must be responsive to input from the civilians in our community. The Department encourages civilians to report what they believe to be any acts of police misconduct. The complaint must be made in good faith, and we pledge to respond swiftly, thoroughly, and fairly to any such reports.

Not all contacts with the police are of an unfavorable nature that would cause a complaint to be made. The greater majority of our contacts involve public assistance, information or, in some cases, life-saving actions by a police officer.

The Woodland Police Department is constantly seeking ways to improve our relationship with the community. We have pledged ourselves to provide professional and dedicated police service. To help us maintain this objective, we sincerely appreciate your comments.

Luis Soler  
Chief of Police

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

Of course not. A complaint may mean that someone hasn't done a good enough job.

### **BUT, WILL YOU LISTEN TO MY COMPLAINT?**

Certainly; we want to find out what went wrong, if anything, so we can see that it doesn't happen again.

### **WHO WOULD INVESTIGATE MY COMPLAINT?**

Either a special investigator assigned by the Chief of Police or the officer's supervisor would investigate a complaint against an officer.

### **WELL, THEN WHO SHOULD I GO TO FIRST?**

You should take a complaint about an officer to his/her supervisor. If he/she isn't there, ask for the on-duty supervisor. In some cases, it may be the same individual, especially if the complaint involves a uniformed officer.

### **I WANT TO TAKE THIS ALL THE WAY TO THE TOP. I WANT THE CHIEF OF POLICE TO KNOW.**

And he will. The Chief of Police gets copies of ALL complaints against officers. The officer's supervisors are notified as well.

### **DO I HAVE TO COMPLAIN IN PERSON?**

No. We prefer to talk to you in person; however, if there are valid reasons why this can't be done, your complaint can be made over the phone or by mail. Generally, we do not accept a complaint from another party on your behalf, as this would be considered hearsay information and could leave out important facts needed for the investigation. After receiving your complaint, a department supervisor will contact you.

### **I'M UNDER 18; DO I HAVE THE RIGHT TO COMPLAIN?**

Yes, just bring one or both of your parents or guardians in with you.

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

We have found it's much easier to investigate a written complaint, so we prefer them that way. If there are valid reasons why this can't be done, we'll make other arrangements.

### **HOW CLOSELY WILL YOU REALLY INVESTIGATE?**

Very closely! We want to find out where we went wrong. On the other hand, if a person makes a FALSE complaint, we want to be able to make that determination as well.

### **WHAT WILL HAPPEN TO THE OFFICER?**

That will depend on what he/she did. If his/her actions were criminal, they would be dealt with like any other person. If they were improper, but not criminal, he/she will be disciplined by the Chief of Police.

### **WILL I BE TOLD ABOUT THE OUTCOME OF THE COMPLAINT?**

Yes. You will be notified by the Department of the disposition of our investigation. You will also receive a copy of your statement.

### **WHAT ABOUT A LIE DETECTOR?**

In certain cases where we can't find the truth any other way, you may be asked to take a truth verification examination.

### **WHAT IF I'M NOT SATISFIED WITH THE RESULTS OF THE INVESTIGATION?**

We sincerely hope that would not happen. IF IT DID, AN APPOINTMENT WOULD BE MADE FOR YOU with the Chief of Police to discuss the complaint. You could also contact the Woodland City Manager; or, in some cases, you may contact the Yolo County District Attorney. Our goal at the Woodland Police Department is to strive to ensure you will never need the information contained in this brochure. We don't want to fail in our continuing efforts to give YOU the best possible police service.

**BEFORE COMPLETING PLEASE READ AND SIGN THE STATEMENT ON THE LEFT SIDE OF THIS PAGE.**

My Name is \_\_\_\_\_  
(Ms.)  
(Mr.)  
(Mrs.)  
(Miss)  
\_\_\_\_\_ (First) \_\_\_\_\_ (Middle) \_\_\_\_\_ (Last)

I Live At \_\_\_\_\_

My Phone is \_\_\_\_\_ Call Between \_\_\_\_\_ A.M. and \_\_\_\_\_ A.M.  
P.M. P.M.

My Work Phone is \_\_\_\_\_ Ext. \_\_\_\_\_

I Want To Complain About \_\_\_\_\_  
(Badge)  
(Officer)  
(Car Number)

I Want to Complain Because On (Date) \_\_\_\_\_

At (Location) \_\_\_\_\_

At About (Time) \_\_\_\_\_ A.M./P.M. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(Attach as many additional sheets as necessary)

I understand, and it is my desire, that this complaint will be investigated diligently. I declare under penalty of perjury that all the information I have set forth in this complaint is true.  
\* (California Penal Code Section 118 "Perjury")

\_\_\_\_\_  
Date Signature

\_\_\_\_\_  
Signature of parent/guardian  
(If you are under 18 years old)

**FALSE REPORT OF POLICE MISCONDUCT ADVISORY FORM**

**THIS SECTION MUST BE READ AND SIGNED BEFORE SUBMISSION.**

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 CIVILIAN COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. AFTER THOROUGH INVESTIGATION, THIS AGENCY MAY FIND 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.

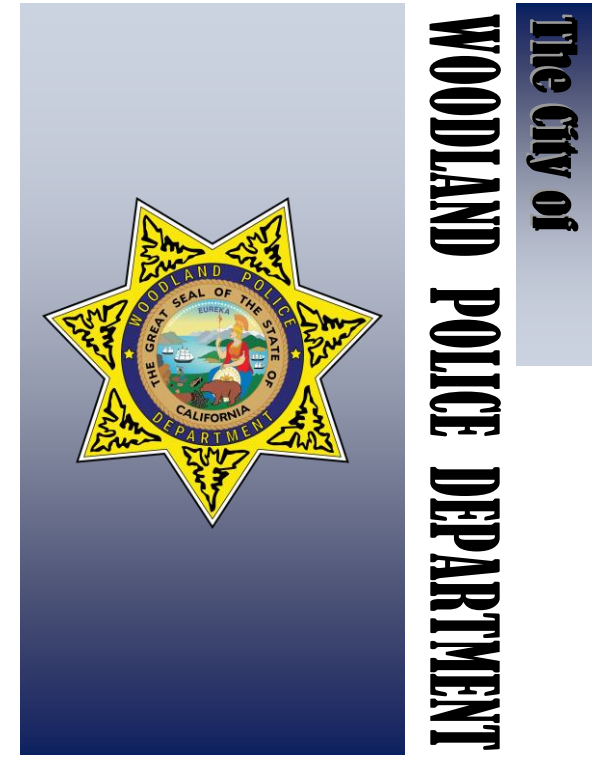
CIVILIAN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

*I have read and understand the above statement.*

\_\_\_\_\_  
Complainant

Mail or hand-deliver to:  
**Woodland Police Department**  
**1000 Lincoln Avenue**  
**Woodland, CA 95695**  
**(530) 661-7800**

# CIVILIAN COMPLAINT PROCEDURE



**1000 Lincoln Avenue**  
**Woodland, California 95695**  
**(530) 661-7800**