



*Your Guide to*  
**FILING A COMPLAINT**  
*Against the Police*

***Oakland Police Department  
Internal Affairs Division  
250 Frank Ogawa Plaza, Suite C  
Oakland, CA 94612***

***Telephone: (510) 238-3161  
24-Hour Hotline: (866) 214-8834  
TDD: (510) 777-3333  
FAX: (510) 238-3014***

**If you need assistance with translation/interpretation into Chinese, Spanish, or Vietnamese, please contact the Internal Affairs Division.**

This packet includes:

- Notice and Releases (TF-3039a)
- Complaint Form (TF-3039b)

Provided by: \_\_\_\_\_ Serial No.: \_\_\_\_\_ Date: \_\_\_\_\_



## **City of Oakland Mission Statement**

The City of Oakland is committed to the delivery of effective, courteous, and responsive services. Citizens and employees are treated with fairness, dignity, and respect. Civic and employee pride are accomplished through constant pursuit of excellence and a work force that values and reflects the diversity of the Oakland community.



## **Oakland Police Department Values**

In dealing with our Community and customers, we:

- Recognize that we are here to serve the needs of the Community
- Strive to provide the best service possible, in a professional and positive manner
- Operate with ethics, honesty, and integrity
- Treat our customers with respect, dignity, and fairness
- Are responsive to the changing needs of our Community and individuals we serve

In dealing with each other, we:

- Treat each other with respect based on mutual trust and common purpose
- Do the right things, ethically and honestly
- Communicate openly and positively about plans and decisions
- Set priorities to ensure services are delivered to the Community by personnel who are properly trained, equipped, and supported
- Are accountable for the quality of our work and the quality of the service the Department provides
- Are innovative and creative, acknowledging mistakes will be made from which we will learn
- Go beyond basic duties to help others and improve our Community
- Take responsibility for developing and training each other and ourselves

## **CPRB**

If you decide to have your complaint investigated by the Citizens' Police Review Board (CPRB), a civilian CPRB investigator will contact you to discuss the complaint. Your investigation will be conducted by a Citizens' Police Review Board investigator. OPD will also conduct a concurrent investigation.

When the CPRB investigation is completed, CPRB staff will forward the investigation summary to the Board for administrative action, an evidentiary hearing, or a policy hearing.

In cases where you and the subject officer agree, mediation services are available. If mediation is successful, your case will not be submitted to the Board for a hearing.

If the Board conducts an evidentiary hearing, it will make factual findings of whether the officer(s) engaged in misconduct. If the Board determines misconduct has occurred, it will determine the appropriate disciplinary action. The Board's disciplinary recommendations will be forwarded to the City Administrator for consideration in consultation with the CPRB Executive Director and the Police Chief.

Members and employees of the Police Department who act inappropriately will receive discipline based on the seriousness of the misconduct. Discipline includes:

1. Counseling;
2. Training;
3. Written Reprimand;
4. Suspension;
5. Demotion; or
6. Termination.

In all cases, the Chief of Police or the City Administrator has final authority over the imposition of discipline.

## **Your Rights After the OPD Investigation**

After the investigation has been completed, evaluated, and endorsed by the Chief of Police, you will be notified of the finding and whether appropriate corrective action has been taken. You will not be notified of the exact discipline imposed.

If you have any questions regarding the finding, you may call the Internal Affairs Division for clarification at (510) 238-3161.

- b. Detach and complete the Complaint Form (TF-3039b) thoroughly.
- c. Detach, read, sign, and date the Notice and Releases Form (TF-3039a).
- d. Deliver, mail, or fax a copy of your letter or the Complaint Form and Notice and Releases Form to the IAD and/or the CPRB, or directly to the Office of the Chief of Police.

Oakland Police Department  
 Internal Affairs Division  
 250 Frank H. Ogawa Plaza, Suite C  
 Oakland, CA 94612

Oakland Police Department  
 Office of the Chief of Police  
 455-7<sup>th</sup> Street  
 Oakland, CA 94607

Citizens' Police Review Board  
 250 Frank H. Ogawa Plaza  
 Suite 6302 6<sup>th</sup> Floor  
 Oakland, CA 94612

- 8. If you have any questions regarding the Complaint Form, contact either the:

Internal Affairs Division  
 (510) 238-3161  
 (510) 777-3333 – TDD  
 (510) 238-3014 – Fax

**OR** Citizens' Police Review Board  
 (510) 238-3159  
 (510) 238-2007 – TDD  
 (510) 238-6834 – Fax

24-hour Complaint Hotline:  
 (866) 214-8834

## The Investigation

### OPD

If you decide to have your complaint investigated by the Police Department, an investigator will contact you to discuss the complaint. The investigation will be conducted by an investigator of the Internal Affairs Division or by the supervisor of the officer or employee against whom the complaint is made.

Occasionally, the problem actually is with an agency other than the police, or it may be possible that the supervisor or an investigator can explain the officer or employee's actions to your satisfaction. However, if the complaint is not resolved, the investigator will take a recorded statement from you and provide you with a written copy or taped copy (if provided) for your records.

You will be contacted by the assigned investigator within 5 calendar days with the case number of your complaint. The investigator will then interview witnesses, collect evidence, and complete a written report. You may contact the investigator at any time to determine the status of your investigation.

An internal investigation normally takes up to 120 days and when the investigation is completed, it is reviewed by the Chief of Police. In cases where disciplinary action is appropriate, the Discipline Officer will provide the Chief of Police with a recommendation for discipline.

Policing is often difficult and complex. We strive to be courteous, thorough, and impartial in our investigations and fair in our judgments. We also realize that mistakes can occur and our actions at times fall short of your expectations.

We must maintain your trust and confidence in us to provide quality police service to all members of our community. As public servants, we respect the rights of all persons; therefore, your complaints and concerns are important to us.

As a public agency, we are accountable to the community, and our employees are subject to discipline when wrong. Our employees also merit protection from undeserved criticism.

We will do our best to handle your complaint promptly. The following pages describe the complaint process. I hope this booklet will help you understand how serious we are in taking responsibility for the services we provide.

Sean Whent  
 Chief of Police

## Your Rights

- Members of the public have a legal right to file complaints, and this agency is required to accept any complaint you wish to file.
- You have a right to a written description of this procedure.
- Any attempt to interfere with, discourage, or deter the exercise of your right to file a complaint will not be tolerated.
- Any act of retaliation by an employee against a complainant for filing a complaint will not be tolerated.
- Any attempt to contact you regarding the complaint by an employee named in the complaint as a subject is prohibited unless authorized by you or as part of an agreement to participate in an approved mediation.
- To protect your rights and to facilitate a thorough investigation, internal investigations are by law confidential.

## What is a Complaint?

An allegation from any source regarding a specific act or omission by a member or employee which would amount to misconduct; or

An allegation from any source regarding an improper policy, procedure, practice, service level or legal standard of the Department.

**Note:** If your complaint concerns a disagreement over the validity of a traffic or parking citation, please contact the court system. The Police Department does not resolve such disputes.

## Who Can File a Complaint

Any member of the community may file a complaint with the Oakland Police Department\* and/or the Citizens' Police Review Board (CPRB)\*\*

\* ***Filing a complaint with the Oakland Police Department or the CPRB does not prevent a member of the community from filing a damage claim against the City or from making complaints with other government agencies or authorities.***

\*\* ***The CPRB is composed of 12 members of the Oakland community who have been appointed by the Mayor to review complaints.***

## Filing a Complaint

You may file a complaint in any of the following ways:

1. Request to speak directly to the supervisor of the officer or employee.
2. Use the 24-hour Complaint Hotline at (866) 214-8834 to file your complaint. and leave a detailed message describing the complaint. Be sure to have the following information:
  - Date, time, and location of the incident.
  - Name, badge number and/or car number of the officer(s) or employee(s) involved.
  - Name, address, and telephone number of any witnesses.
3. Visit the Internal Affairs Division and file the complaint with the Intake Officer. Office hours are Monday through Friday, 9 AM to 5 PM.
4. Telephone the Internal Affairs Division and make arrangements for an investigator from the Division to meet you at a convenient location, or a local community resource center, which are listed below:

Chinatown Police Resource Center  
360A 8<sup>th</sup> Street  
Oakland, CA 94607  
Telephone: (510) 238-7930  
Fax: (510) 238-4710

Fruitvale Sub-Station  
3002 E 9<sup>th</sup> Street, Suite A2  
Oakland, CA 94601  
Telephone: (510) 535-5680

Eastmont Station  
2651 - 73<sup>rd</sup> Avenue  
Oakland, CA 94605  
Telephone: (510) 777-8500

5. Call the Citizens' Police Review Board office at (510) 238-3159 and if no one is available, leave a detailed voice mail message describing the complaint. Be sure to include the following information:
  - Date, time, and location of the incident.
  - Name, badge number and/or car number of the officer(s) or employee(s) involved.
  - Name, address, and telephone number of any witnesses.
6. Visit the Citizens' Police Review Board office and file the complaint with an investigator. Office hours are Monday through Friday, 8:30 AM to 5 PM.
7. If you elect to describe your complaint in a letter or file a complaint using the Complaint Form:
  - a. By letter, please include the following information:
    1. Date, time, and location of the incident.
    2. Name, badge number and/or car number of the officers or employees involved.
    3. Name, address, and telephone number of any witnesses.

## Notice and Releases

The CITIZENS' POLICE REVIEW BOARD (CPRB) also investigates complaints against the police. The CPRB process (civilian complaint review) is a PUBLIC PROCESS. This means that all the information you provide to the CPRB and any information you authorize the OAKLAND POLICE DEPARTMENT to release to the CPRB will be maintained in CPRB files indefinitely and may be released to the public. You may, however, keep your address and telephone number confidential.

I have read and understood that the information gathered during the investigation may be released to the public. I authorize the release of my address  (check) and telephone numbers  (check) I provided on this Complaint Form.

\_\_\_\_\_

Complainant's Signature

Date

In order for the CPRB to effectively investigate your complaint, you must authorize the OAKLAND POLICE DEPARTMENT to release to the CPRB the following information to which you are entitled by law [Cal. Gov. Code § 6254 (f)]: any statements you have given or may give in the future to the OAKLAND POLICE DEPARTMENT regarding this incident, the names and addresses of persons involved in or witnesses to the incident (other than confidential informants), the description of any property involved, the date, time, and location of the incident, all diagrams, statements of the parties involved in the incident, and statements of all witnesses (other than confidential informants).

I have read and understood the above and authorize the OAKLAND POLICE DEPARTMENT to release the above information to the CPRB.

\_\_\_\_\_

Complainant's Signature

Date



# City of Oakland and Oakland Police Department

## Complaint Form

TF-3039b (2/06)

<b>CAD Incident No.</b>	<b>Case No.</b>	<b>Date Stamp</b>
Complainant's LAST Name, First, Middle <input type="checkbox"/> Male <input type="checkbox"/> Female		
Race: <input type="checkbox"/> Asian <input type="checkbox"/> Black <input type="checkbox"/> Hispanic <input type="checkbox"/> White <input type="checkbox"/> Middle Eastern <input type="checkbox"/> Native American <input type="checkbox"/> Pac. Islander <input type="checkbox"/> Other _____		Date of Birth
Address City <input type="checkbox"/> Oakland Zip		Home Phone ( ) Work Phone ( )
Person/Supervisor Receiving Complaint (Other than IAD or CPRB)	Serial No.	Regular Unit of Assignment
		Date Time

**Complete this portion if complainant is a minor or if assisted by another person**

LAST Name, First, Middle	Relationship to Complainant
Address City <input type="checkbox"/> Oakland Zip	Home Phone ( ) Work Phone ( )

Location of Occurrence	Day	Date	Time <input type="checkbox"/> AM <input type="checkbox"/> PM
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### Identity of Involved Personnel

Badge No.	<input type="checkbox"/> Name / Vehicle No., etc.	<input type="checkbox"/> Officer	<input type="checkbox"/> Ranger	<input type="checkbox"/> Civilian	Sex	Race

**Brief Narrative Using Own Words. If you need more space, use an additional sheet of paper. Any questions, call the Internal Affairs Division at 510 238-3161 or the Citizens' Police Review Board at 510 238-3159.**


Were you Injured? <input type="checkbox"/> No <input type="checkbox"/> Yes (Describe)	What would you like as a result of this complaint?
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Witness Name (LAST, First, Middle)	Address	City/Zip	Phone (Include Area Code)

**I have read and understood this statement, which I have made of my own free will, and the facts contained therein are true and correct to the best of my knowledge.**

**Complainant's Signature** X \_\_\_\_\_ **Date** \_\_\_\_\_

### For Official Use Only

<b>Check all Categories that Apply:</b>		
<input type="checkbox"/> Force	<input type="checkbox"/> Conduct	<input type="checkbox"/> Untruthfulness
<input type="checkbox"/> Procedure	<input type="checkbox"/> Bias/Discrimination	
Other _____		

<b>Complaint Received by</b>	<b>Date Received</b>
<input type="checkbox"/> Walk-in <input type="checkbox"/> Mail <input type="checkbox"/> Fax	
<b>Intake Officer/Personnel</b>	<input type="checkbox"/> IAD <input type="checkbox"/> CPRB