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DISTRICT ATTORNEY

OFFICE OF  
**THE DISTRICT ATTORNEY**  
COUNTY OF RIVERSIDE



NATASHA CRAWFORD  
CHIEF OF THE BUREAU  
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## **Citizen Complaint Procedure**

The Riverside County District Attorney, Bureau of Investigation, as a law enforcement agency, is open to review and strictly accountable for its conduct. All Bureau of Investigation employees are expected to conduct themselves in a manner consistent with a standard of professionalism necessary to ensure the safety of the public and the community.

We expressly recognize the right of all persons, in good faith, to report a Bureau employee's misconduct. The most effective way to develop mutual respect, trust and confidence needed between a community and its law enforcement agencies is to encourage communication and candor.

The citizen complaint procedure is initially an administrative remedy to provide a rapid resolution to disputes between the public and the Bureau of Investigation. Proper use of this procedure should allow for the identification of procedural clarification of issues, and identification of procedural deficiencies. The procedure must also safeguard the rights of the employee.

The following is information on how to make a formal complaint and answers some commonly asked questions about our procedures.

### **IN WHAT FORM MAY I MAKE A COMPLAINT?**

In making a complaint, please use the attached Citizen Complaint Form. Complaints are accepted by a Bureau Supervisor via telephone, in writing, in-person, or via email at [BureauCitizenComplaints@rivcoda.org](mailto:BureauCitizenComplaints@rivcoda.org). You may also take the form to or mail the form to:

Riverside County District Attorney's Office  
Attn: Bureau Citizen Complaints Supervisor  
3960 Orange Street  
Riverside, CA 92501

### **WHO WILL INVESTIGATE MY COMPLAINT?**

All complaints will be forwarded to the Bureau Administration Supervisor. The Bureau desires to do a complete investigation of all sincere complaints and all witnesses of the incident will be contacted. Bureau employees will also be interviewed, which could lead to a varying version of events from what the complainant reported. Fairness to both sides requires that all parties involved be interviewed in an attempt to ascertain the truth. Certain facts, recollections, or evidence not originally considered by the complainant could be vital in determining the facts of the incident.

## RESULTS OF THE COMPLAINTS

Results of the complaints will be made known to the complainant in a written correspondence from the Bureau and to the employee involved within 30 days of the disposition (CPC § 832.7). The complaint dispositions will be as follows:

Unfounded – alleged incident did not occur.

Exonerated – alleged incident did occur, but it was justified, lawful and/or proper.

Not Sustained – insufficient evidence to sustain complaint.

Sustained – clear evidence that incident occurred in violation of bureau policy or law.

## FILING A FALSE COMPLAINT

A complainant should be aware that a peace officer, under the provisions of § 47.5 of the California Civil Code, may bring civil action against an individual who knowingly makes a false personnel complaint. A complainant may be prosecuted for a misdemeanor for making/filing any allegation of misconduct against any Peace Officer pursuant to § 148.6 of the California Penal Code knowing the allegation(s) to be false.



## CITIZEN COMPLAINT FORM



### COMPLAINT AGAINST PEACE OFFICER ADVISORY

#### **California Penal Code §148.6 Advisement and Acknowledgement**

(a) (1) Every person who files any allegation of misconduct against any peace officer, as defined in Chapter 4.5 (commencing with Section 830) of Title 3 of Part 2, knowing the allegation to be false, is guilty of a misdemeanor. (2) Any law enforcement agency accepting an allegation of misconduct against a peace officer shall require the complainant to read and sign the following advisory:

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 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. 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\*

I Acknowledge\*

Complainant Signature\*

Date\*

### COMPLAINANT INFORMATION

Last name\*

First Name\*

Middle Name

Residence Address\*

City\*

State\* Zip Code\*

Phone Number\*

Email

\*Indicates required field

**WITNESSES** (other than named above):

Name	Address	Phone Number
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**Date of Incident**

**Time of Incident**

**Location of Incident**

**Name or description of Employee(s) involved:**

Name	Badge or ID #	Physical Description
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**Briefly describe the details of complaint:**

Please sign and date this complaint form and return it to us so we can proceed with the investigation.

***By signing this form, I declare under penalty of perjury that the foregoing is true and correct.***

Complainant Signature\*:

Date\*:

Please print name: