

The San Diego State University Police Department is charged with safeguarding the academic process and the campus community through proactive professional law enforcement and community service. Our police officers and staff are highly trained and educated. They serve with professional pride and they want you, the students, staff, and the public to share this pride. Officers serve as mediators or arbitrators in many cases where they are requested to resolve differences between individuals or groups. Officers must be free to exercise their discretion and best judgment in situations of danger or disorder and to initiate action in a reasonable, lawful and impartial manner without fear of reprisal, while also observing the rights of all people.

**COMMENDATION PROCEDURE**

Commendations, either verbal or written are one of the best ways to let someone know that you appreciate their good work. A commendation for an employee of University Police Department is most often sent to the Chief of Police. You may also advise the employee's supervisor or Watch Commander. Your comments can be made in person, by phone, through an informal note, letter, or email.

A commendation may address any event that you feel demonstrates excellent service on the part of an employee. This may include such acts as: unusual courtesy or compassion, life saving measures, heroic acts, or outstanding investigations. Commendations may be formally documented and the affected employees will be notified. Commendations may also be placed in the employee's personnel folder.

**COMPLAINT PROCEDURE**

Every citizen has the right to lodge a complaint against the San Diego State University Police Department or its employees. The University Police Department has a well-defined procedure for assisting anyone desiring to make a grievance against our operations, policies and procedures or employees. You may make initial complaints by telephone, letter or in person. Citizen Comment Forms may either be delivered or mailed to the San Diego State University Police Department's Chief of Police. It may be necessary for the complainant to be available for a personal interview.

Once a complaint is received, a thorough investigation will be initiated and conducted. Upon completion of the investigation, all findings and respective recommendations will be directed through police managers to the Chief of Police for final review. In all cases, the citizen making the complaint is informed of its final disposition to the extent allowed by law.

All investigations are thorough and objective. They are aimed at maintaining public confidence and department integrity. The goal is neither to condemn nor to exonerate but to rather identify and evaluate all of the facts surrounding an incident in question.

**EFFECT ON CRIMINAL PROSECUTION**

The investigation within the University Police Department of the conduct of its employees and the San Diego City Attorneys or County District Attorneys Offices prosecution of a criminal case are two entirely separate matters. If a person arrested by a University Police Officer files a citizen complaint against the officer, such action will in no manner affect the prosecutor's independent decision to proceed with the criminal action.

**CITIZENS OBLIGATION**

A mandatory requirement in the initiation of a citizen complaint against an employee is that it must be accurate and honest. Simple errors, omissions and misperceptions are understandable and are not uncommon. Legitimate complaints will and should be filed and investigated. However, a false complaint may subject you to civil action and prosecution by the officer or employee. This advisement is not intended to dissuade a complaint but to impress that false complaints against officers or employees cannot be made with impunity or without repercussive action.

**CHIEF OF POLICE CONTACT INFORMATION**

Address: University Police, 5500 Campanile Drive, San Diego, CA 92182-4390  
Telephone: (619) 594-6905



**COMMENDATIONS**

I have spoken to a San Diego State University Police Department Supervisor or Manager regarding an employee's service. I wish only to commend the specific employee(s) mentioned on the next page for their professional and courteous service.

\_\_\_\_\_  
Reporting Person's Signature

\_\_\_\_\_  
Date

**SERVICE COMPLAINTS**

I have spoken to a San Diego State University Police Department Supervisor or Manager regarding my concern(s). I have been informed that my concerns relate to an "Official Action" conducted by a Department employee(s). Complaints regarding "Official Actions" performed in accordance with laws and regulations are not complaints against individual employees, but challenges to common practices. I have been informed the Chief of Police will review my concerns to determine if the Department policy and procedures can be modified to better serve the community.

\_\_\_\_\_  
Reporting Person's Signature

\_\_\_\_\_  
Date

**INQUIRY**

I have spoken to a San Diego State University Police Department Supervisor or Manager regarding my concern(s). Based on this discussion, I do not want to file a "Personnel Complaint" against a Department employee(s). I am satisfied the supervisor or manager will take appropriate and necessary action with the involved employee(s). I do not request any further contact.

\_\_\_\_\_  
Reporting Person's Signature

\_\_\_\_\_  
Date

**PERSONNEL COMPLAINT**

**CALIFORNIA PENAL CODE SECTION § 148.6 • Filing a False Complaint** (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*.

**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 THE OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.**

I have read and understood the above statement. By signing this form, I am confirming the information I have supplied in this document is accurate and truthful to the best of my knowledge.

\_\_\_\_\_  
Reporting Person's Signature

\_\_\_\_\_  
Date

You should also be aware that if you knowingly and maliciously make a false complaint of misconduct against an officer, that officer might seek monetary damages from you in a civil lawsuit. Civil Code, § 47.5.



Date & Time Reported:	Date & Time Occurred:	<input type="checkbox"/> Commendation <input type="checkbox"/> Service  <input type="checkbox"/> Inquiry <input type="checkbox"/> Complaint
Location of Occurrence:	Incident /Case #:	
Reporting Person's Name: (First, Middle, Last)		Reporting Person's Identification #:
Date of Birth:		
Residential Address:	Home Phone#: (        )	
City, State, ZIP Code:	Cell Phone#: (        )	
Witness Name:	Home Phone#: (        )	
Residential Address	Cell Phone#: (        )	
Witness Name:	Home Phone#: (        )	
Residential Address:	Cell Phone#: (        )	
Department Employee Involved:	Type of Employee <input type="checkbox"/> Police Officer <input type="checkbox"/> Staff <input type="checkbox"/> Other:	
Department Employee Involved:	Type of Employee <input type="checkbox"/> Police Officer <input type="checkbox"/> Staff <input type="checkbox"/> Other:	
Details of Incident (Attach additional sheets if more space is needed):		

Submit to: Chief of Police  
San Diego State University Police Dept.  
San Diego, CA 92182-4390

Office#: (619) 594-6905  
Fax#: (619) 594-6653

For Department Use Only	
Method of Acceptance:	<input type="checkbox"/> In Person <input type="checkbox"/> Mail <input type="checkbox"/> Other <input type="checkbox"/> Telephonic <input type="checkbox"/> Email
_____ Staff Receiving Form (print)	_____ Staff Initials & ID#
_____ Date & Time Received	