

Complaint Form

About UPD:

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. 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.

Complaint Procedure:

Every community member 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. Complaint 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 community member 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 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 Attorney's or County District Attorney's Offices prosecution of a criminal case are two entirely separate matters. If a person arrested by a University Police Officer files a complaint against the officer, such action will in no manner affect the prosecutor's independent decision to proceed with the criminal action.

Community Member Obligation:

A mandatory requirement in the initiation of a complaint against an employee is that it must be accurate and honest. Simple errors, omissions and misperceptions are understandable and are not uncommon; however, the facts surrounding the incident in question need to be factual. Legitimate complaints will be filed and investigated.

Chief of Police Contact Information:

Telephone Number: 619-594-1137

Address: University Police, 5500 Campanile Drive, San Diego, CA 92182-4390

Complaint Form**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:**

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 community member complaints. You have a right to a written description of this procedure. If you believe an officer behaved improperly, you have the right to file a complaint and have it investigated. After an investigation, this agency may find that there is not enough evidence to warrant action on your complaint. Personnel 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

