



CLOVIS UNIFIED POLICE DEPARTMENT

Citizen Complaint Procedure

How to File a Complaint

If you wish to file a formal complaint, it will be necessary for you to complete and sign a Citizen Complaint Form at the Clovis Unified Police Department; however, those complaints made by telephone, anonymously, or by mail, will be investigated to the best of our ability.

All information will be treated confidentially. Assistance is available if you need help in completing the complaint forms. A parent or guardian's signature is required on any complaint filed by a person under 18 years of age.

How the Complaint Is Handled

All complaints of misconduct shall be referred to the Internal Affairs Section of the Clovis Unified Police Department unless they are received during the nighttime, weekends, or holidays. During such times, the complaint will be taken by telephone or email. If after a discussion of the problem, you wish to make a formal complaint, you will be assisted by formalizing your complaint in writing. The complaint will then be referred to the Internal Affairs Section for investigation.

Information to Provide

When filing your complaint, you will be asked to provide the following information:

1. Your name, address and telephone number.
2. The address and telephone number of your business or place of employment.
3. The time and date of the occurrence of the incident about which you are complaining.
4. The name, badge number, or identifying description of the officer(s) involved. If you do not have this information, simply describe what occurred and the time, date, and location of the incident.
5. Give a narrative description of the circumstances giving rise to your complaint.
6. The names of any witnesses or persons arrested and their addresses and telephone numbers, if available.
7. After this information is completed, you will be given a copy of your signed complaint form.

Investigation: After the Complaint Is Filed

An investigator will:

- Complete a report of the investigation
- Examine any relevant physical evidence
- Gather all information pertinent to each allegation made in the complaint
- Talk to all witnesses and involved parties
- Talk to you as part of the investigation

Sometimes this can be time-consuming and involved, but it is imperative that all the relevant facts are known.

Determination: After the Investigation is Complete

Once the investigation is completed, the Chief of Police will review the reports and make a determination of the allegations of the complaint. After the determination is made by the Chief of Police, you will be notified in writing of the findings.

Questions or File a Complaint

If you have questions, or to file a complaint over the phone, please call 559-327-9221.

Completed forms can be mailed to:

Clovis Unified Police Department

ATTN: Internal Affairs

1542 David E. Cook

Way

Clovis, CA 93611