

## COMMENDATIONS

Everyone enjoys receiving recognition for their efforts and there is no question that most of the 1,800 plus officers and non-sworn personnel are doing an outstanding job in our fast growing city. We therefore realize that many people would like to know how to commend our employees for a job well done.

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 the San José 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, by e-mail, or through an informal note or letter.

A commendation may address any event that you feel demonstrates effort on the part of an employee that deserves special recognition. This may include such acts as; unusual courtesy or compassion, significant life saving measures, or heroic acts.

All commendations are formally documented and affected employees will be notified.

*Send your letters to:*

**Chief of Police**  
**San José Police Department**  
**201 West Mission Street**  
**San José, California 95110**  
  
**or E-mail: [cybercop@sanjoseca.gov](mailto:cybercop@sanjoseca.gov)**

## HELPFUL INFORMATION FOR FILING A COMPLAINT OR COMMENDATION.

Date/Time/Location of occurrence  
Officer's name and badge number  
(if available)

**If you have any further questions or require  
any assistance, please contact:**

The Internal Affairs Unit  
**(408) 277-4094**  
OR

The Office of the Independent Police Auditor  
**(408) 794-6226**



SAN JOSÉ POLICE DEPARTMENT  
INTERNAL AFFAIRS UNIT  
777 NORTH FIRST ST., #666  
SAN JOSÉ, CA 95112

## San José Police Department

# Citizen Complaint and Commendation Procedures



CITY OF SAN JOSÉ

**ROBERT L. DAVIS**  
CHIEF OF POLICE

## MISSION STATEMENT

The San José Police Department's Mission is:

- To promote the public safety
- To prevent, suppress and investigate crimes
- To provide emergency and non-emergency services
- To create and maintain strong community partnerships
- To adapt a multi-disciplinary approach to solving community problems
- To develop and promote a diverse, professional workforce

## PERSONNEL COMPLAINTS

All police departments in the State of California are required by law to have a process by which a citizen may make a complaint against police personnel. This information will assist anyone who has occasion to make a complaint against any San José Police Department employee. Here are some of the questions we frequently encounter regarding our complaint procedure and process.

## WHAT IS A CITIZEN'S COMPLAINT?

There are four types of citizen's complaints: Formal, Procedural, Policy and Informal. In addition, citizen inquiries are addressed and logged as Inquiries. Every type of concern can be categorized and investigated, ranging from serious misconduct to issues that can be immediately addressed by the employee's supervisor.

## WHO CAN MAKE A COMPLAINT?

A personnel complaint may be made by anyone. If the complainant is under the age of 18, we request that the complainant be accompanied by a parent or guardian when coming to the Internal Affairs Unit.

## HOW CAN A COMPLAINT BE MADE?

A complaint can be made by telephone, by mail, by e-mail, by fax, or in person. The complaint may be made at the Department's Internal Affairs Unit, the Office of the Independent Police Auditor or any other mutually convenient location. The department is primarily interested in learning of your concerns about police misconduct or a need for improvement in our delivery of services. If you prefer, your complaint may be made anonymously.

Fax: 277-3920 E-mail: [Cybercop@sanjoseca.gov](mailto:Cybercop@sanjoseca.gov)

## WHEN CAN A COMPLAINT BE MADE?

A complaint may be made 24 hours a day.

During normal business hours the complaint may be submitted to the San José Police Department Internal Affairs Unit at **277-4094**.

After normal business hours the complaint may be made by calling **277-4631** or contacting a Watch Commander via Communications at **3-1-1**.

The Office of the Independent Police Auditor will receive complaints during normal business hours or receive phone messages 24 hours a day at **794-6226**.

## WHAT HAPPENS AFTER I FILE A COMPLAINT?

The complaint is received and documented. All complaints received by the Unit Commander or the employee's commander are reviewed for a finding and discipline recommendation. In addition, every Use-of-Force complaint is reviewed by the Assistant Chief of Police.

## WILL I HAVE TO TESTIFY IF I MAKE A COMPLAINT?

During the investigation the complainant, along with all witnesses, will be interviewed in detail concerning the incident. Once an investigation is concluded, a disposition will be determined. If an employee contests a finding, complainants may be asked to testify in a Civil Service Hearing or before an Arbitrator. If the investigation leads to the filing of a criminal complaint and the matter goes to trial, you may be required to testify in court.

## WHAT IS THE OFFICE OF THE INDEPENDENT POLICE AUDITOR?

The Office of the Independent Police Auditor (IPA) is an independent (non-police) city agency. The Independent Police Auditor's mission is to provide an independent review and to promote public awareness of the citizen complaint process; thereby, increasing greater police accountability by the San José Police Department. The IPA reports directly to the Mayor and City Council.

### **The Office of the Independent Police Auditor has five primary functions:**

1. Initiate the investigative process
2. Monitor/track/participate in excessive force investigations
3. Audit/track citizen complaints
4. Increase public awareness
5. Make policy recommendations

### **Office of the Independent Police Auditor**

2 North Second Street, Suite 93  
San José, California 95113  
(408) 794-6226 or Fax (408) 977-1053

**E-mail:** [Ind\\_Pol\\_Aud@sanjoseca.gov](mailto:Ind_Pol_Aud@sanjoseca.gov)  
**Website:** [www.ci.sj.ca.us/ipa/home.html](http://www.ci.sj.ca.us/ipa/home.html)