

# MILL VALLEY POLICE DEPARTMENT

Ignacio R. Navarro  
Chief of Police  
[www.cityofmillvalley.org](http://www.cityofmillvalley.org)



1 Hamilton Drive  
Mill Valley, CA 94941  
(415) 389-4100  
(415) 389-4148 Fax

## Complaint Process

The Mill Valley Police Department encourages and fosters respect, confidence, and support to the community to effectively discharge its duties and responsibilities. In providing these services, police officers must exercise their best judgement and initiate action in a responsible, lawful, and impartial manner. The Police Department must carry out its duties and seek out, accept, and carefully consider any and all expressions of concerns by the community members who come in contact with the Department personnel. The Mill Valley Police Department has a duty to provide a system for receiving, evaluating, and investigating complaints, and to take corrective measures when appropriate.

Complaints against Department personnel will be handled in a prompt and unbiased manner. It is the policy of this Department to ensure that the community can report misconduct without concern for reprisal or retaliation. Upon completion of a thorough investigation, the complainant will be notified of the findings in writing. All completed investigations are sent to the Chief of Police who reviews the complaint and makes a final decision.

In the question-and-answer section, we have included a copy of the most commonly asked questions regarding the procedure for filing a personnel complaint. Please contact the Mill Valley Police Department's business office if you have further questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ignacio R. Navarro".

Ignacio R. Navarro  
Chief of Police

## Questions and Answers about Personnel Complaints

Who can make a complaint?

Anyone who is concerned with the conduct of an employee, policy, or procedure of the Police Department.

Do I have to complain in person?

No, a complaint can be filed orally, either in person or by phone. Such complaints will be directed to the shift supervisor. If the supervisor is not immediately available to take an oral complaint, the receiving member of the Department shall obtain contact information from the complainant. Written complaints are preferred, and we encourage you to utilize the Personnel Complaint Form so that we may conduct an investigation.

What if I am not satisfied with the shift supervisor?

If, after talking with the shift supervisor, you still feel you have a valid complaint and some action should be taken by the Department, the shift supervisor will notify the Division Administrator who will then direct an investigation into your complaint and advise the findings to the Chief of Police.

Who will investigate my complaint?

Generally, your complaint will be investigated by the accused person's immediate supervisor. Under special circumstances, it may be assigned to a special investigator.

Will I find out the results of the investigation and what action is taken against the officer/employee?

You will find out the disposition of the complaint (sustained, not sustained, exonerated, or unfounded). The action taken against the officer/employee is confidential and may not be disclosed.

What happens if the officer/employee is found a fault?

That depends on the nature of the incident. Sometimes, additional training is needed on the proper procedure. Other incidents might require disciplinary action, reprimand, suspension, and in very serious cases, termination. If a crime has been alleged, the District Attorney's Office will determine if criminal charges will be filed and if the officer/employee will be prosecuted.

Will a citizen complaint investigation affect any other proceedings?

Traffic citations or arrest charges will not be dismissed because of a personnel complaint investigation, unless the investigation conclusively proves there was no basis for the citation or arrest.

Can I talk to the Chief of Police?

The Chief of Police is available to discuss issues of concern with citizens regarding Personnel Complaints. In the event a resident initiates a complaint, the Chief must refer resident contact to command staff in order to maintain a neutral perspective during the complaint process. At the conclusion of a complaint investigation, the Chief will be available if necessary.

Do I have any guarantee that I will be satisfied?

We cannot guarantee you will be satisfied with the finding. We do, however, guarantee that your inquiry will be investigated thoroughly.

Do I have to be a legal resident or citizen of the United States to file a complaint?

No, you do not have to be a legal resident or citizen of the United States to file a complaint.

# PERSONNEL COMPLAINT

NAME \_\_\_\_\_ UNDER 18? YES \_\_\_\_ NO \_\_\_\_

Street & Number \_\_\_\_\_ City \_\_\_\_\_

Residence Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Best Time to Contact \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

Date of Occurrence \_\_\_\_\_ Day of Week \_\_\_\_\_ Time \_\_\_\_\_

Location of Incident(s): \_\_\_\_\_

Police Employee(s) Subject to Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Details of Incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I affirm that the statements contained herein are, to the best of my knowledge, factual and accurate. I affirm that I have read the following statement.

You have the right to make a complaint against a police officer for any improper police misconduct. California law requires this agency to have a procedure to investigate Personnel Complaints. You have a right to a written description of this procedure. This agency may find that 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 a complaint, and have it investigated if you believe an officer behaved improperly. 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.

Signature of: Complainant \_\_\_\_\_

Signature of Parent/Guardian (if you are under 18 years of age.)

Date \_\_\_\_\_

Person receiving complaint \_\_\_\_\_

Date \_\_\_\_\_

Review by Chief of Police \_\_\_\_\_

Date \_\_\_\_\_

Assigned to: \_\_\_\_\_ Complaint No.: \_\_\_\_\_

Date \_\_\_\_\_



Signature of: Complainant(s) \_\_\_\_\_

Date \_\_\_\_\_

Review by Chief of Police \_\_\_\_\_

Date \_\_\_\_\_

Assigned to: \_\_\_\_\_

Date \_\_\_\_\_