

## HELPFUL INFORMATION FOR FILING A COMPLAINT

You will be asked to provide the following information:

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

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

**On-Duty Sergeant**  
**(707) 745-3411**

or

**Office of the Chief of Police**  
**Benicia Police Department**  
**200 East L Street**  
**Benicia, CA 94510**  
**(707) 746-4265**

## COMPLAINT INTAKE PROCESS

On-Duty Sergeants generally intake citizen complaints to assist citizens with the complaint process. On-Duty Sergeant are available 24-hours a day at the phone number listed above.

## BENICIA POLICE DEPARTMENT CORE VALUES

The members of the Benicia Police Department take **PRIDE** in our work and service to the community. The trust the community places in us is of the utmost importance. In the daily course of our work, we value:

**Safety:** The safety of our staff/personnel and the members of the community that we serve is of utmost importance. We are committed to providing our staff/personnel with the training, knowledge and tools to work safely and prevent accidents, and to continue to improve our service for the community.

**Community:** We are the community and the community is us. We are committed to developing collaborative partnerships with the individuals and organizations we serve. Through community engagement, we can better identify problems and take a proactive problem-solving approach to develop effective responses.

**Leadership:** The future of our organization and our ability to serve the community is strongly dependent upon developing strong and exceptional leaders. We expect all of our personnel to be leaders within the organization and the community. Through mentoring and empowering our personnel with the proper training and experience, we will continually improve ourselves and the quality of service to the community.

**Integrity:** We commit ourselves to elevated standards of trust, responsibility, and discipline while promoting justice in a fair and impartial manner. We will be open, honest, courteous, ethical, and professional in all interactions.

**Professionalism:** Professionalism is embodied in our commitment to proficiency, competency, reliability, and excellence in all aspects of our conduct and performance. We take personal responsibility for being responsive to the needs of the community and our organization. Professionalism means being fully accountable for our actions.

## CITIZEN COMPLAINT GUIDE



**200 East L Street**  
**Benicia, CA**

**707-745-3411**

**Erik Upson**  
**Chief of Police**



Does this complaint allege racial or identity profiling? Yes  No

If so, please specify the type(s) of racial or identity profiling:

Your Name:

Address:

Phone Number:

Date of Birth:

Signature:

## 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 Benicia Police Department employee. Here are some of the questions we frequently encounter regarding our complaint procedure and process.

### WHAT IS A CITIZEN COMPLAINT?

There are three types of citizen's complaints: Formal, Informal and incomplete. 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 file the complaint with the Police Department.

### HOW CAN A COMPLAINT BE MADE?

A complaint can be made by telephone, mail, e-mail, fax, or in person. The complaint may be made at the Police Department 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, however these can be difficult to investigate. Anonymous complaints will be reviewed and handled based on the information provided by the complainant.

Department Fax: (707) 746-0131  
E-mail: eupson@ci.benicia.ca.us

### WHEN CAN A COMPLAINT BE MADE?

A complaint may be made 24 hours a day.

During normal business hours, complaints are received by the on-duty Sergeant and then submitted to the Office of the Chief of Police (707) 746-4265.

After normal business hours the complaint may be made by contacting the on-duty Sergeant (707) 745-3411.

### WHAT HAPPENS AFTER I FILE A COMPLAINT?

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

### Mission Statement

With honor and integrity at all times, in partnership with our community, we are dedicated to keeping Benicia safe and enhancing the quality of life in our city.

## Complaint Narrative

Incident Date:

Incident Occurrence Time:

Employee Name:



..... Detach form and complete front & back. Attach additional sheets if needed. ....