

The members of the Hayward Police Department strive to provide excellent service to the members of our community, visitors, and ourselves.

To remain responsive to the community we appreciate receiving your feedback about the services we deliver. Your perceptions and observations are valuable and can assist us as we continually evaluate our performance.

Many of the experiences that members of the public have in their contacts with the police are positive and constructive. If you received particularly good service from a member of the department, please let us know.

The very nature of our business, however, is stressful and can lead to misunderstandings and dissatisfaction. We need this feedback as well, so that we can evaluate our service delivery methods, our policies, and our procedures.



California law requires all agencies that employ peace officers to establish a procedure to investigate complaints by members of the public against personnel of the department.

This brochure describes the complaint procedure adopted by the Hayward Police Department in compliance with California Penal Code § 832.5.

## **What is a personnel complaint?**

Personnel complaints are any allegation of misconduct or improper job performance against any department employee that, if true, would constitute a violation of department policy, federal, state, or local law.

Inquiries about employee conduct that, even if true, do not meet the criteria established for a personnel complaint are documented by a department supervisor, but are not considered complaints.

## **Who can make a complaint?**

Anyone who is dissatisfied with the conduct of a department employee, or the employee's job performance can make a complaint.

Complaints from juveniles are generally taken only with their parents or guardians present and after the parents or guardians have been informed of the circumstances prompting the complaint.

## **How to file a complaint**

A complaint may be filed in person, in writing, or by telephoning the department. A personnel complaint form is available for this purpose, but is not required.

You can make a complaint at any time on any day.

## **The Office of Ethical Standards**

Personnel assigned to the Office of Ethical Standards report directly to the Chief of Police. They are charged with the documentation, management, and record keeping associated with all complaints against members of the department. They also are the primary investigators on complaints of serious employee misconduct.

## **Who will investigate my complaint?**

Your complaint may be accepted by any department supervisor. If your complaint is resolved it will be documented and closed without further action.

If your complaint requires further action, the complaint is processed through the Office of Ethical Standards for tracking purposes and is then assigned to the employee's supervisor, manager, or the Office of Ethical Standards for investigation.

## **What to expect**

You and any witnesses may be contacted to arrange a personal interview regarding your complaint. You may be asked to allow photographing of any injuries and to authorize the release of pertinent medical records to us.

Complaint investigations may be lengthy depending on the seriousness of the alleged misconduct or improper job performance, the availability of witnesses to the incident, and other investigative or procedural requirements.

We make every effort to complete complaint investigations as expeditiously as possible.

Once all evidence and testimony are obtained, the investigator prepares a written report which is submitted to the commanding officer of the division to which the employee is assigned.

The Division Commander reviews the completed investigation and then makes a final determination on each allegation of misconduct or improper job performance.

The Chief of Police reviews the investigation and findings after the Division Commander.

You will be notified, in writing, of the Division Commander's decisions on the allegations contained in your complaint.

California law makes peace officer personnel records confidential. This provision of law includes records of complaints by members of the public against peace officers.

By law, we cannot divulge information about discipline or other administrative action that may be taken in response to sustained findings regarding your complaint to you or anyone else.

## Commendations

Everyone enjoys receiving recognition for their efforts and there is no question that most of the 300 plus officers and non-sworn members of the Hayward Police Department are doing an outstanding job in our demanding city. We 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 Hayward 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 telephone, or by mailing a letter or informal note.

A commendation may address any event that deserves special recognition. This may include acts such as unusual kindness, compassion or courtesy, significant live-saving measures, or heroic acts. Commendations can also address everyday occurrences that have helped improve your quality of life, your neighborhood, or your community.



Office of Ethical Standards  
(Internal Affairs)  
(510) 293-7059

Watch Commander  
(510) 293-7051

Office of the Chief of Police  
(510) 293-7056

## COMMENDATION AND COMPLAINT PROCEDURES For Members of the Public



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