



PROBATION DEPARTMENT COUNTY OF SAN MATEO

Citizen Complaint Form

Every citizen has the right to lodge a complaint against a Probation Department employee for alleged misconduct. Complaints of alleged employee misconduct shall be promptly and thoroughly investigated. Investigations shall be aimed at maintaining public confidence and departmental integrity. The goal is to explore and clarify all the **facts** surrounding the incident in question.

A complaint is defined as an accusation towards any employee or group of employees of illegal, incompetent or unprofessional conduct.

Procedure

Although you may make a complaint by phone, we require that you submit a written complaint on a department provided "Citizen Complaint" form before any investigation will commence. Please mail or deliver the completed form to the manager from whom you received it. Prompt action will then be taken to investigate and respond to your complaint.

Management will notify the employee of the complaint and ask for their cooperation in the investigation of the complaint. Such other persons and/or materials will be reviewed as deemed appropriate. You will be notified of the results of the investigation within 30 days of completion of the investigation.

Please be aware that it is against the law to make a complaint that you know to be false. If you make a complaint knowing that it is false, you can be prosecuted on a misdemeanor charge and held liable in civil court.

Form 9065A
(Rev. 2/18 /20)

SAN MATEO COUNTY PROBATION
DEPARTMENT 148.6 PC
CITIZEN'S COMPLAINT FORM

COMPLAINING PARTY

Name:

Address:

City:

State:

Zip:

Phone Number:

(Home)

(Work)

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE* OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND 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 THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

*police or any peace officer such as a probation officer or group supervisor

IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE AND HELD LIABLE IN CIVIL COURT.

Additional information on the other side

Name(s) of subjects of Complaint:

1. _____
2. _____
3. _____
4. _____

Check any of the following that apply:

- committed a law violation
- committed an act of professional misconduct
- performed with incompetence

Date/Time/Location of Incident:

Details of Incident (Attach additional pages if necessary):

I declare the above statement is a true and correct statement and understand I can be prosecuted for filing a false complaint.

Complaining party

Date

Send completed form to: probation_citizenfeedback@smcgov.org.

DO NOT WRITE BELOW THIS LINE

PSM I:

PSM II:

DCPO:

Final Action Taken