Personnel Complaints

All police Departments in the State of California are required by law to have a process by which citizens may make a complaint against police personnel. The information in this pamphlet will assist anyone who has occasion to make a complaint against any member of the Hercules Police Department.

What is a Citizen's Complaint?

There are two types of complaints. The first is an informal complaint. This complaint is normally handled by the employee's supervisor for minor transgressions.

The second type of complaint is the formal complaint. This is for more serious types of transgressions. The formal complaint is lodged with the employee's supervisor or the Watch Commander.

Who Can Make a Complaint

A personnel complaint may be made by anyone. However, if the complainant is under the age of 18 years, we require an adult accompany the complainant.

From:

To: Chief of Police
Hercules Police Department
111 Civic Drive
Hercules, CA 94547

U.S. POSTAGE
REQUIRED

CITY OF HERCULES

POLICE DEPARTMENT

Citizen Complaint Form

And

Complaint Procedure

Office of the Chief of Police

How Can a Personnel Complaint Be Made?

A complaint may be made by telephone, by mail, or in person. The complaint may be made at the Police Department or another mutually convenient location. The department is primarily interested in learning of your concerns about police professionalism or a need for improvement in our delivery of services.

When Can A Complaint Be Made?

A complaint may be made at any time. After normal business hours, a personnel complaint may be made with the on-duty Watch Commander by calling 510.724.1111.

Complaints must be made within 45 days of the event which is the source of the complaint.

What Happens After I File A Complaint?

The complaint is received, reviewed, and assigned to an investigator. The investigator will interview the involved parties, collect and evaluate all evidence, and complete a written investigation report. The completed report will be forwarded to a Police Commander for a recommendation, and the Chief of Police for a final determination. You will be notified of the disposition of the complaint by letter.

Hercules Police Department Citizens Complaint Form

Your Name:

Home Address:

Home Telephone: ( ) Business Telephone: ( )

Gender: Age: Date of Birth:

Where did this incident occur:

Name of employees involved:

Please use the below space to briefly describe your complaint:

(Attach Additional Pages if Necessary)