

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 a formal complaint. This is for more serious types of transgressions. The formal complaint is lodged with the employee's supervisor of 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 to accompany the complainant.

Postage
Required

William Goswick, Chief of Police
Hercules Police Department
111 Civic Drive
Hercules, CA 94547

City of Hercules Police Department



Community Feedback and Complaint Form

We welcome your:

- Commendations
- Constructive criticism
- Inquiries/complaints
- Suggestions and information to improve the efficiency and effectiveness for our professional services

City of Hercules Police Department
111 Civic Drive
Hercules, CA 94547
Tel: (510) 799-8260 Fax: (510) 799-8281

Hercules Police Department - Report



How can a personnel complaint be made?

A complaint may be made by telephone, mail, or in person at the Police Department. 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 510-245-6521. Ordinarily, complaints will not be accepted if six months have elapsed between the date of the incident and the date the complaint is made. A complaint may be accepted six months after the incident at the discretion of the Chief of Police.

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 then to the Chief of Police for a final determination. You will be notified of the disposition of the complaint by letter.

_____ Commendation _____ Constructive Criticism _____ Inquiries/Complaints _____ Information/Suggestions

Print Your Name

Address

Phone Number

Date Form was Completed

Day/Date and Time of Incident or Action
_____ / _____ am/pm

Email Address

Where did incident or action take place?

Print the names of any witnesses, their addresses and telephone numbers

If an Officer was involved, print their name, car and/or badge number

Print nature of opinion, complaint/suggestion or commendation (please provide as much information as possible)

(Please use additional pages if necessary)

Signature:

Date:

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