

## COMMENDATIONS

Everyone enjoys receiving recognition for their efforts and there is no question that most our employees are doing an outstanding job. We therefore 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 Los Altos 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 phone, by e-mail, or through an informal note or letter.

A commendation may address any event that you feel demonstrates effort on the part of an employee that deserves special recognition. This may include such acts as; unusual courtesy or compassion, significant life saving measure, or heroic acts.

All commendations are formally documented and affected employees will be notified.

*Send your letter to:*

*Chief of Police  
Los Altos Police Department  
1 N. San Antonio Rd.  
Los Altos, Ca. 94022  
E-mail: [police@ci.los-altos.ca.us](mailto:police@ci.los-altos.ca.us)*

## INFORMATION NEEDED FOR FILING A COMPLAINT OR COMMENDATION

Date/Time/Location of occurrence  
Officer's name and case number  
*(If available)*

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

*The Los Altos Police Department  
(650) 947-2770*



1 N. San Antonio Rd  
Los Altos, CA 94024  
Phone: 650-947-2770  
Fax: 650-947-2704



## Citizen Complaint and Commendation Procedure

LOS ALTOS POLICE DEPARTMENT

TUCK YOUNIS  
CHIEF OF POLICE

## OUR GOAL

Provide  
Basic Police Services at a Higher Level

- Take the extra step—Go above and beyond
- Exceed Expectations
- Commitment to Excellence
- Continually ask “How could I/we have done better?”
- Empathy—treat everyone like they were a family member/friend
- Treat everyone as you would like to be treated if the roles were reversed
- Every contact is an OPPORTUNITY to sell yourself and the Police department in a posi-

## 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 Los Altos Police Department employee.

## WHAT IS A CITIZEN'S COMPLAINT?

Personnel complaints consist of 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. Personnel complaints shall be classified in one of the following categories: Informal, Formal or Incomplete. In addition, citizen inquiries are addressed and logged as Inquires. Every type of concern will be accepted then categorized and investigated, ranging from serious misconduct to issues that can be immediately addressed by the employee's supervisor.

## HOW CAN A COMPLAINT BE MADE?

A complaint may be made by telephone, mail, or in person. Since we consider your complaint to be a serious matter, you will be contacted by the on duty Watch Commander. We will need to obtain your name, address and/or telephone number so that a thorough investigation can be completed and so that we can provide feedback to you.

In person, by mail, or phone:  
Los Altos Police Department  
1 N. San Antonio Rd.  
650-947-2770

## THE COMPLAINT PROCEDURE

After receiving a complaint, it will be reviewed by our command staff. An internal investigator may be assigned to investigate the complaint. The investigation will include interviews of any witnesses and involved employees as well as a review of any other relevant evidence.

It is important that when making a complaint, specific information regarding the incident be provided; date, time, and location of the occurrence; employee's name and badge number or vehicle number, etc.

Every complaint is considered to be a very serious matter and an opportunity to review our service strategies to improve our overall performance. Therefore, the investigator will ask for a formal written statement detailing the specific allegations and circumstances surrounding the incident and conduct an interview. Depending on the allegations, it may be necessary to obtain permission to access confidential information related to the complaint.

If the investigation proves that the employee violated any laws, or policy of the Los Altos Police Department, he/she may be subject to the Department's disciplinary process. In addition, investigations that disclose potential criminal activity may be referred to the District Attorney for criminal prosecution.

## COMPLAINT FINDINGS

California law prohibits the release of specific details of an investigation of a peace officer wrongdoing.

Therefore, once the complaint has been thoroughly investigated and the appropriate actions have been taken by the Police Department, a notification will be sent out providing the complainant with as much information as can lawfully be released.

If the complainant is not satisfied with the findings of the investigation, contact the Chief of Police and request that your complaint be reconsidered. Specific reasons necessitating further investigation or reconsideration must be articulated.

The Chief of Police can be contacted by mail, phone, e-mail or in person.