



1 North San Antonio Road
Los Altos, California 94022-3087

MEMORANDUM

DATE: October 21, 2020
TO: Citizens' Police Task Force
FROM: City Staff
SUBJECT: **POLICE OFFICERS FEEDBACK PROCESS**

Attached is the City's Police Personnel Complaints Policy (1040), which outlines the intake/feedback process. Also attached are both the complaint brochure (available online or in the police lobby) and the complaint form (also available online or at the Department). Both of these forms are available in three languages (each is attached).

Community members may obtain the proper forms to provide feedback via the City's website: <https://www.losaltosca.gov/police/page/how-are-we-doing>. From there, community members may click the link to download either the brochure for a full explanation of the feedback process (1st column) or the complaint form (right column). There are also hyperlinks on the page to provide email feedback to the department. This email account is monitored by executive staff and will be forwarded to the proper division commander or the Chief of Police, as appropriate.

The City's entire policy manual (including the Personnel Complaints Policy) is available at: <https://www.losaltosca.gov/police/page/training-policies>.

Police Staff will be able to further walk through the process and answer questions when the Task Force takes up the item.

Attachments:

1. Police Personnel Complaints Policy
2. Complaint Brochure (3 different languages)
3. Complaint Form (3 different languages)

Personnel Complaints

1020.1 PURPOSE AND SCOPE

This policy provides guidelines for the reporting, investigation and disposition of complaints regarding the conduct of members of the Los Altos Police Department. This policy shall not apply to any questioning, counseling, instruction, informal verbal admonishment or other routine or unplanned contact of a member in the normal course of duty, by a supervisor or any other member, nor shall this policy apply to a criminal investigation.

1020.2 POLICY

The Los Altos Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of its members.

The Department will accept and address all complaints of misconduct in accordance with this policy and applicable federal, state and local law, municipal and county rules and the requirements of any collective bargaining agreements.

It is also the policy of this department to ensure that the community can report misconduct without concern for reprisal or retaliation.

1020.3 PERSONNEL COMPLAINTS

Personnel complaints include any allegation of misconduct or improper job performance that, if true, would constitute a violation of department policy or of federal, state or local law, policy or rule. Personnel complaints may be generated internally or by the public.

Inquiries about conduct or performance that, if true, would not violate department policy or federal, state or local law, policy or rule may be handled informally by a supervisor and shall not be considered a personnel complaint. Such inquiries generally include clarification regarding policy, procedures or the response to specific incidents by the Department.

1020.3.1 COMPLAINT CLASSIFICATIONS

Personnel complaints shall be classified in one of the following categories:

Informal- A matter in which the complaining party is satisfied that appropriate action has been taken by a department supervisor of rank greater than the accused employee. Informal complaints need not be documented on a personnel complaint form and the responsible supervisor shall have the discretion to handle the complaint in any manner consistent with this policy.

Formal - A matter in which the complaining party requests further investigation or which a department supervisor determines that further action is warranted. Such complaints may be investigated by a department supervisor of rank greater than the accused employee or referred to the Operations Commander depending on the seriousness and complexity of the investigation.

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Incomplete - A matter in which the complaining party either refuses to cooperate or becomes unavailable after diligent follow-up investigation. At the discretion of the assigned supervisor or the Internal Affairs Unit, such matters may be further investigated depending on the seriousness of the complaint and the availability of sufficient information.

Exceptional Clearance- When the initial investigation of a complaint reveals that the misconduct alleged in the complaint did not occur, based on immediately available evidence and/or recorded media, the complaint is categorized as Exceptional Clearance. Complaint investigators should complete formal written documentation of the incident using the Internal Affairs Investigations Report Format to explain why the case was cleared exceptionally.

1020.3.2 SOURCES OF COMPLAINTS

The following applies to the source of complaints:

- (a) Individuals from the public may make complaints in any form, including in writing, by email, in person or by telephone.
- (b) Any department member becoming aware of alleged misconduct shall immediately notify a supervisor.
- (c) Supervisors shall initiate a complaint based upon observed misconduct or receipt from any source alleging misconduct that, if true, could result in disciplinary action.
- (d) Anonymous and third-party complaints should be accepted and investigated to the extent that sufficient information is provided.
- (e) Tort claims and lawsuits may generate a personnel complaint.

1020.4 AVAILABILITY AND ACCEPTANCE OF COMPLAINTS

1020.4.1 COMPLAINT FORMS

Personnel complaint forms will be maintained in a clearly visible location in the public area of the police facility and be accessible through the department website. Forms may also be available at other City facilities.

Personnel complaint forms in languages other than English may also be provided, as determined necessary or practicable.

1020.4.2 ACCEPTANCE

All complaints will be courteously accepted by any department member and promptly given to the appropriate supervisor. Although written complaints are preferred, a complaint may also be filed orally, either in person or by telephone. Such complaints will be directed to a supervisor. If a supervisor is not immediately available to take an oral complaint, the receiving member shall obtain contact information sufficient for the supervisor to contact the complainant. The supervisor, upon contact with the complainant, shall complete and submit a complaint form as appropriate.

Although not required, complainants should be encouraged to file complaints in person so that proper identification, signatures, photographs or physical evidence may be obtained as necessary.

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A complainant shall be provided with a copy of his/her statement at the time it is filed with the Department (Penal Code § 832.7).

1020.4.3 AVAILABILITY OF WRITTEN PROCEDURES

The Department shall make available to the public a written description of the investigation procedures for complaints (Penal Code § 832.5).

1020.5 DOCUMENTATION

Supervisors shall ensure that all formal complaints are documented on a complaint form. The supervisor shall ensure that the nature of the complaint is defined as clearly as possible.

All formal complaints should also be documented in a log that records and tracks complaints. The log shall include the nature of the complaint and the actions taken to address the complaint. On an annual basis, the Department should audit the log and send an audit report to the Chief of Police or the authorized designee.

1020.6 ADMINISTRATIVE INVESTIGATIONS

Allegations of misconduct will be administratively investigated as follows.

1020.6.1 SUPERVISOR RESPONSIBILITIES

In general, the primary responsibility for the investigation of a personnel complaint shall rest with the member's immediate supervisor, unless the supervisor is the complainant, or the supervisor is the ultimate decision-maker regarding disciplinary action or has any personal involvement regarding the alleged misconduct. The Chief of Police or the authorized designee may direct that another supervisor investigate any complaint.

A supervisor who becomes aware of alleged misconduct shall take reasonable steps to prevent aggravation of the situation.

The responsibilities of supervisors include but are not limited to:

- (a) Ensuring that upon receiving or initiating any formal complaint, a complaint form is completed.
 - (a) The original complaint form will be directed to the Division Commander of the accused member, via the chain of command, who will take appropriate action and/or determine who will have responsibility for the investigation.
 - (b) In circumstances where the integrity of the investigation could be jeopardized by reducing the complaint to writing or where the confidentiality of a complainant is at issue, a supervisor shall orally report the matter to the member's Division Commander or the Chief of Police, who will initiate appropriate action.
- (b) Responding to all complainants in a courteous and professional manner.
- (c) Resolving those personnel complaints that can be resolved immediately.
 - 1. Follow-up contact with the complainant should be made within 24 hours of the Department receiving the complaint.

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2. If the matter is resolved and no further action is required, the supervisor will note the resolution on a complaint form and forward the form to the Watch Commander.
- (d) Ensuring that upon receipt of a complaint involving allegations of a potentially serious nature, the Division Commander and the Chief of Police are notified via the chain of command as soon as practicable.
- (e) Promptly contacting the Department of Human Resources and the Division Commander for direction regarding their roles in addressing a complaint that relates to sexual, racial, ethnic or other forms of prohibited harassment or discrimination.
- (f) Forwarding unresolved personnel complaints to the Division Commander, who will determine whether to contact the complainant or assign the complaint for investigation.
- (g) Informing the complainant of the investigator's name and the complaint number within three days after assignment.
- (h) Investigating a complaint as follows:
 1. Making reasonable efforts to obtain names, addresses and telephone numbers of witnesses.
 2. When appropriate, ensuring immediate medical attention is provided and photographs of alleged injuries and accessible uninjured areas are taken.
- (i) Ensuring that the procedural rights of the accused member are followed (Government Code § 3303 et seq.).
- (j) Ensuring interviews of the complainant are generally conducted during reasonable hours.

1020.6.2 ADMINISTRATIVE INVESTIGATION PROCEDURES

Whether conducted by a supervisor or a member of the Internal Affairs Unit, the following applies to members covered by the Public Safety Officers Procedural Bill of Rights Act (POBR) (Government Code § 3303):

- (a) Interviews of an accused member shall be conducted during reasonable hours and preferably when the member is on-duty. If the member is off-duty, he/she shall be compensated.
- (b) Unless waived by the member, interviews of an accused member shall be at the Los Altos Police Department or other reasonable and appropriate place.
- (c) No more than two interviewers should ask questions of an accused member.
- (d) Prior to any interview, a member shall be informed of the nature of the investigation, the name, rank and command of the officer in charge of the investigation, the interviewing officers and all other persons to be present during the interview.
- (e) All interviews shall be for a reasonable period and the member's personal needs should be accommodated.
- (f) No member should be subjected to offensive or threatening language, nor shall any promises, rewards or other inducements be used to obtain answers.

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- (g) Any member refusing to answer questions directly related to the investigation may be ordered to answer questions administratively and may be subject to discipline for failing to do so.
 - 1. A member should be given an order to answer questions in an administrative investigation that might incriminate the member in a criminal matter only after the member has been given a *Lybarger* advisement. Administrative investigators should consider the impact that compelling a statement from the member may have on any related criminal investigation and should take reasonable steps to avoid creating any foreseeable conflicts between the two related investigations. This may include conferring with the person in charge of the criminal investigation (e.g., discussion of processes, timing, implications).
 - 2. No information or evidence administratively coerced from a member may be provided to anyone involved in conducting the criminal investigation or to any prosecutor.
- (h) The interviewer should record all interviews of members and witnesses. The member may also record the interview. If the member has been previously interviewed, a copy of that recorded interview shall be provided to the member prior to any subsequent interview.
- (i) All members subjected to interviews that could result in discipline have the right to have an uninvolved representative present during the interview. However, in order to maintain the integrity of each individual's statement, involved members shall not consult or meet with a representative or attorney collectively or in groups prior to being interviewed.
- (j) All members shall provide complete and truthful responses to questions posed during interviews.
- (k) No member may be requested or compelled to submit to a polygraph examination, nor shall any refusal to submit to such examination be mentioned in any investigation (Government Code § 3307).

No investigation shall be undertaken against any officer solely because the officer has been placed on a prosecutor's *Brady* list or the name of the officer may otherwise be subject to disclosure pursuant to *Brady v. Maryland*. However, an investigation may be based on the underlying acts or omissions for which the officer has been placed on a *Brady* list or may otherwise be subject to disclosure pursuant to *Brady v. Maryland* (Government Code § 3305.5).

1020.6.3 ADMINISTRATIVE INVESTIGATION FORMAT

Formal investigations of personnel complaints shall be thorough, complete and essentially follow this format:

- BACKGROUND AND PURPOSE (REQUIRED): This section will be used to supply background information pertaining to the problem or topic being proposed. The member originating the memo will include an explanation of why it is necessary to implement the proposal and how the proposal will accomplish what is intended. This section will also be included in Internal Affairs

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memorandums and will include the following: the identity of the employee, the identity of the assigned investigator and the initial date and source of the complaint.

-INVESTIGATION (OPTIONAL): This section will be used to describe the investigation conducted by the Internal Affairs investigator. This section should include a list of all interviews conducted by the investigator and all materials (written, audio, etc.) reviewed by the investigator during his/her investigation.

-APPLICABLE AUTHORITIES (OPTIONAL): This section will be used by the investigator to list all of the relevant laws, policies, city regulations etc. that are relevant to the investigation.

- ANALYSIS (OPTIONAL): This section may be used to report what analytical tasks need to be performed, or were performed, and what resulted from the analysis in terms of identifying costs, effectiveness, impact or any other data that is useful in reaching a decision as to the necessity and need to implement the proposal.

- FINDINGS/RECOMMENDATIONS (REQUIRED): This section may be used to recommend one of several alternative plans or methods being proposed. The reason for the recommendation and a synopsis of the method of implementation will be included. This section shall be used by the Internal Affairs investigator to list his/her findings and to make recommendations for additional work that needs to be done etc.

- PROPOSAL/ORDER (OPTIONAL): This section will be used to definitely indicate the policy, procedure, order, or change being established and will be written in a manner which, when approved, accomplishes the intended purpose as indicated in the "Background and Purpose" section. This portion of the memorandum is what will be referred to when determining official policies, procedures and rules that govern the authority, responsibilities, and actions of Department members.

1020.6.4 DISPOSITIONS

Each personnel complaint shall be classified with one of the following dispositions:

Unfounded - When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within the classification of unfounded (Penal Code § 832.8).

Exonerated - When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

Not sustained - When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

Sustained - A final determination by an investigating agency, commission, board, hearing officer, or arbitrator, as applicable, following an investigation and opportunity for an administrative appeal pursuant to Government Code § 3304 and Government Code § 3304.5 that the actions of an officer were found to violate law or department policy (Penal Code § 832.8).

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No Finding- When the complainant fails to provide information promised or necessary to complete the investigation, the complainant is no longer available to clarify details needed to make a finding in the case, or the complainant has advised he or she is no longer willing to cooperate in the investigation

Complaint Withdrawn- When the complainant affirmatively indicates the desire to withdraw his/her complaint

If an investigation discloses misconduct or improper job performance that was not alleged in the original complaint, the investigator shall take appropriate action with regard to any additional allegations.

1020.6.5 COMPLETION OF INVESTIGATIONS

Every investigator or supervisor assigned to investigate a personnel complaint or other alleged misconduct shall proceed with due diligence in an effort to complete the investigation within one year from the date of discovery by an individual authorized to initiate an investigation (Government Code § 3304).

In the event that an investigation cannot be completed within one year of discovery, the assigned investigator or supervisor shall ensure that an extension or delay is warranted within the exceptions set forth in Government Code § 3304(d) or Government Code § 3508.1.

1020.6.6 NOTICE TO COMPLAINANT OF INVESTIGATION STATUS

The member conducting the investigation should provide the complainant with periodic updates on the status of the investigation, as appropriate.

1020.7 ADMINISTRATIVE SEARCHES

Assigned lockers, storage spaces and other areas, including desks, offices and vehicles, may be searched as part of an administrative investigation upon a reasonable suspicion of misconduct.

Such areas may also be searched any time by a supervisor for non-investigative purposes, such as obtaining a needed report, radio or other document or equipment.

Lockers and storage spaces may only be administratively searched in the member's presence, with the member's consent, with a valid search warrant or where the member has been given reasonable notice that the search will take place (Government Code § 3309).

1020.7.1 DISCLOSURE OF FINANCIAL INFORMATION

An employee may be compelled to disclose personal financial information under the following circumstances (Government Code § 3308):

- (a) Pursuant to a state law or proper legal process
- (b) Information exists that tends to indicate a conflict of interest with official duties
- (c) If the employee is assigned to or being considered for a special assignment with a potential for bribes or other improper inducements

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1020.8 ADMINISTRATIVE LEAVE

When a complaint of misconduct is of a serious nature, or when circumstances indicate that allowing the accused to continue to work would adversely affect the mission of the Department, the Chief of Police or the authorized designee may temporarily assign an accused employee to administrative leave. Any employee placed on administrative leave:

- (a) May be required to relinquish any department badge, identification, assigned weapons and any other department equipment.
- (b) Shall be required to continue to comply with all policies and lawful orders of a supervisor.
- (c) May be temporarily reassigned to a different shift, generally a normal business-hours shift, during the investigation. The employee may be required to remain available for contact at all times during such shift, and will report as ordered.

1020.9 CRIMINAL INVESTIGATION

Where a member is accused of potential criminal conduct, a separate supervisor or investigator shall be assigned to investigate the criminal allegations apart from any administrative investigation. Any separate administrative investigation may parallel a criminal investigation.

The Chief of Police shall be notified as soon as practicable when a member is accused of criminal conduct. The Chief of Police may request a criminal investigation by an outside law enforcement agency.

A member accused of criminal conduct shall be advised of his/her constitutional rights (Government Code § 3303(h)). The member should not be administratively ordered to provide any information in the criminal investigation.

The Los Altos Police Department may release information concerning the arrest or detention of any member, including an officer, that has not led to a conviction. No disciplinary action should be taken until an independent administrative investigation is conducted.

1020.10 POST-ADMINISTRATIVE INVESTIGATION PROCEDURES

Upon completion of a formal investigation, an investigation report should be forwarded to the Chief of Police through the chain of command. Each level of command should review the report and include his/her comments in writing before forwarding the report. The Chief of Police may accept or modify any classification or recommendation for disciplinary action.

1020.10.1 DIVISION COMMANDER RESPONSIBILITIES

Upon receipt of any completed personnel investigation, the Division Commander of the involved member shall review the entire investigative file, the member's personnel file and any other relevant materials.

The Division Commander may make recommendations regarding the disposition of any allegations and the amount of discipline, if any, to be imposed.

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Prior to forwarding recommendations to the Chief of Police, the Division Commander may return the entire investigation to the assigned investigator or supervisor for further investigation or action.

When forwarding any written recommendation to the Chief of Police, the Division Commander shall include all relevant materials supporting the recommendation. Actual copies of a member's existing personnel file need not be provided and may be incorporated by reference.

1020.10.2 CHIEF OF POLICE RESPONSIBILITIES

Upon receipt of any written recommendation for disciplinary action, the Chief of Police shall review the recommendation and all accompanying materials. The Chief of Police may modify any recommendation and/or may return the file to the Division Commander for further investigation or action.

Once the Chief of Police is satisfied that no further investigation or action is required by staff, the Chief of Police shall determine the amount of discipline, if any, that should be imposed. In the event disciplinary action is proposed, the Chief of Police shall provide the member with a pre-disciplinary procedural due process hearing (*Skelly*) by providing written notice of the charges, proposed action and reasons for the proposed action. Written notice shall be provided within one year from the date of discovery of the misconduct (Government Code § 3304(d)). The Chief of Police shall also provide the member with:

- (a) Access to all of the materials considered by the Chief of Police in recommending the proposed discipline.
- (b) An opportunity to respond orally or in writing to the Chief of Police within five days of receiving the notice.
 - 1. Upon a showing of good cause by the member, the Chief of Police may grant a reasonable extension of time for the member to respond.
 - 2. If the member elects to respond orally, the presentation may be recorded by the Department. Upon request, the member shall be provided with a copy of the recording.

Once the member has completed his/her response or if the member has elected to waive any such response, the Chief of Police shall consider all information received in regard to the recommended discipline. The Chief of Police shall render a timely written decision to the member and specify the grounds and reasons for discipline and the effective date of the discipline. Once the Chief of Police has issued a written decision, the discipline shall become effective.

1020.10.3 NOTICE OF FINAL DISPOSITION TO THE COMPLAINANT

The Chief of Police or the authorized designee shall ensure that the complainant is notified of the disposition (i.e., sustained, not sustained, exonerated, unfounded) of the complaint (Penal Code § 832.7(f)).

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1020.10.4 NOTICE REQUIREMENTS

The disposition of any civilian's complaint shall be released to the complaining party within 30 days of the final disposition. This release shall not include what discipline, if any, was imposed (Penal Code § 832.7(f)).

1020.11 PRE-DISCIPLINE EMPLOYEE RESPONSE

The pre-discipline process is intended to provide the accused employee with an opportunity to present a written or oral response to the Chief of Police after having had an opportunity to review the supporting materials and prior to imposition of any recommended discipline. The employee shall consider the following:

- (a) The response is not intended to be an adversarial or formal hearing.
- (b) Although the employee may be represented by an uninvolved representative or legal counsel, the response is not designed to accommodate the presentation of testimony or witnesses.
- (c) The employee may suggest that further investigation could be conducted or the employee may offer any additional information or mitigating factors for the Chief of Police to consider.
- (d) In the event that the Chief of Police elects to cause further investigation to be conducted, the employee shall be provided with the results prior to the imposition of any discipline.
- (e) The employee may thereafter have the opportunity to further respond orally or in writing to the Chief of Police on the limited issues of information raised in any subsequent materials.

1020.12 RESIGNATIONS/RETIREMENTS PRIOR TO DISCIPLINE

In the event that a member tenders a written resignation or notice of retirement prior to the imposition of discipline, it shall be noted in the file. The tender of a resignation or retirement by itself shall not serve as grounds for the termination of any pending investigation or discipline.

1020.13 POST-DISCIPLINE APPEAL RIGHTS

Non-probationary employees have the right to appeal a suspension without pay, punitive transfer, demotion, reduction in pay or step, or termination from employment. The employee has the right to appeal using the procedures established by any collective bargaining agreement, Memorandum of Understanding and/or personnel rules.

In the event of punitive action against an employee covered by the POBR, the appeal process shall be in compliance with Government Code § 3304 and Government Code § 3304.5.

During any administrative appeal, evidence that an officer has been placed on a *Brady* list or is otherwise subject to *Brady* restrictions may not be introduced unless the underlying allegations of misconduct have been independently established. Thereafter, such *Brady* evidence shall be limited to determining the appropriateness of the penalty (Government Code § 3305.5).

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1020.14 PROBATIONARY EMPLOYEES AND OTHER MEMBERS

At-will and probationary employees and those members other than non-probationary employees may be released from employment for non-disciplinary reasons (e.g., failure to meet standards) without adherence to the procedures set forth in this policy or any right to appeal. However, any probationary officer subjected to an investigation into allegations of misconduct shall be entitled to those procedural rights, as applicable, set forth in the POBR (Government Code § 3303; Government Code § 3304).

At-will, probationary employees and those other than non-probationary employees subjected to discipline or termination as a result of allegations of misconduct shall not be deemed to have acquired a property interest in their position, but shall be given the opportunity to appear before the Chief of Police or authorized designee for a non-evidentiary hearing for the sole purpose of attempting to clear their name or liberty interest. There shall be no further opportunity for appeal beyond the liberty interest hearing and the decision of the Chief of Police shall be final.

1020.15 RETENTION OF PERSONNEL INVESTIGATION FILES

All personnel complaints shall be maintained in accordance with the established records retention schedule and as described in the Personnel Records Policy.

讚揚

每個人都喜歡人們表揚他們作出的努力，而無可置疑的是，我們大部份的僱員都工作卓越。我們因此知道很多人想知道如何讚揚工作出色的僱員。

無論是口頭或書面的讚揚，均是告訴某人你感謝其工作出色的最好方法之一。很多時候，給 Los Altos 警務署僱員的讚揚會交給警務署長。你亦可以告訴僱員的主管或當值指揮官。你可以親自、用電話、用電郵或通過非正式的便條或信件置評。

讚揚可以涉及任何情況下你認為一名僱員應值得特別的表揚。這可能包括特別有禮和熱心、做出重大挽救生命的行動，或英勇的行為等。

所有讚揚均會正式予以紀錄，並通知受讚揚的僱員。

信件請寄：

Chief of Police
Los Altos Police Department 警務署
1 N. San Antonio Road,
Los Altos, CA 94022
電郵：police@losaltosca.gov

提出投訴或讚揚所需資料

事件發生日期 / 時間 / 地點
警員姓名和個案號碼，如有的話。

如你有任何問題或需要協助，請聯絡：

Los Altos Police Department 警務署
電話：650-947-2770



Los Altos Police Department 警務署
1 N. San Antonio Road,
Los Altos, CA 94022
電話：650-947-2770
傳真：650-947-2736
電郵：police@losaltosca.gov



一般市民投訴和 讚揚程序

LOS ALTOS 警務署

ANDREW GALEA
警務署長

我們的目標

提供更高水準的基本警務服務：

- 多進一步——超出標準以外。
- 超出期望。
- 致力卓越。
- 繼續問「我 / 我們如何可以做得更好？」
- 共鳴—對待每個人像自己的家人 / 朋友一樣。
- 對待每個人像你的角色調轉時想受到的對待一樣。
- 每個接觸均有機會讓你以正面的方式推銷自己和Los Altos警務署。

人事投訴

法律規定，所有加州警務署均設有一般市民可投訴警務人員的程序。此資料將幫助任何投訴Los Altos警務署僱員的人士。

什麼是一般市民投訴？

人事投訴包括對任何部門僱員之所有行為不檢或工作表現不當之指責，如屬實，該僱員乃違反了部門的政策和聯邦、州訂或本地的法律。人事投訴應分為以下各類：非正式、正式和不完全投訴。我們接受每個類型之關注，並予分類和進行調查，範圍從嚴重行為不檢到由僱員主管立刻處理的問題不等。

如何提出投訴？

可以使用電話、郵件、電郵或親身投訴。因為我們認為你的投訴是嚴重的問題，值班警官將會聯絡你。我們需要獲得你的姓名、地址，及 / 或電話號碼因而可完成徹底的調查和向你提供回饋。

Los Altos Police Department警務署

1 N. San Antonio Road, Los Altos, CA 94022

電話：650-947-2770

電郵：police@losaltosca.gov

投訴程序

在收到投訴後，我們的指揮職員將予評審。將指派一名內部的調查人員進行調查。調查將包括與任何證人和參與僱員之面談，以及評審任何其他有關證據。

重要的是在提出投訴時，提供有關事件的具體資料；發生的日期，時間，和地點，僱員的姓名和職員章號碼或汽車號碼等。

我們認為每宗投訴均是嚴重的問題，並認為這是一個評審我們服務策略以改善整體表現的機會。因此，調查人員將請你提出一份正式的書面聲明，詳述具體的指責和事件情況，並進行面談。要看指責而定，可能需要獲得許可予以查看與投訴有關之機密資料。

如調查證明僱員有違法，或違反Los Altos警務署的任何法律或政策，部門將作出紀律行動。此外，調查如有透露可能的刑事活動，將會轉交地檢處進行刑事檢控。

投訴發現

加州法律禁止透露調查警務人員錯誤行為之具體細節。

因此，Los Altos警務署在徹底調查投訴和採取適當的行動之後，將會向投訴人提供一份通知，以及法律准予透露的資料。

如投訴人對調查發現不滿意，請聯絡警務署長要求重新考慮你的投訴。有必要作進一步調查或重新考慮之具體理由，必須清晰。

可以用電話、郵件、電郵或親身聯絡警務署長。



Los Altos Police Department警務署

1 N. San Antonio Road,

Los Altos, CA 94022

電話：650-947-2770

電郵：police@losaltosca.gov

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 correspondence to:

Chief of Police
Los Altos Police Department
1 N. San Antonio Road
Los Altos, CA 94022
Email: police@losaltosca.gov

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 assistance, please contact:

The Los Altos Police Department

Main: 650-947-2770



Los Altos Police Department

1 N. San Antonio Road
Los Altos, CA 94024
Main: 650-947-2770
Fax: 650-947-2736

Email: police@losaltosca.gov



Civilian Complaint & Commendation Procedure

LOS ALTOS POLICE DEPARTMENT

**ANDREW GALEA
CHIEF OF POLICE**

OUR GOAL

To 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 Los Altos Police Department in a positive way.

PERSONNEL COMPLAINTS

All Police Departments in the State of California are required by law to have a process by which a civilian 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 CIVILIAN'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. 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, email 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.

Los Altos Police Department
1 N. San Antonio Road, Los Altos, CA 94022
Main: 650-947-2770
Email: police@losaltosca.gov

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 Los Altos 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 telephone, mail, e-mail or in person by appointment.



Los Altos Police Department

1 N. San Antonio Road
Los Altos, CA 94022
Main: 650-947-2770
Email: police@losaltosca.gov

ELOGIOS / RECOMENDACIONES

Todo el mundo disfruta de recibir reconocimiento por sus esfuerzos y no hay duda de que la mayoría de nuestros empleados están haciendo un trabajo excepcional. Comprendemos que a mucha gente le gustaría saber cómo elogiar a nuestros empleados por un trabajo bien hecho.

Los elogios o recomendaciones, ya sean verbales o por escrito, son una de las mejores maneras de dejarle saber a alguien que agradecen su buena labor. Un elogio o recomendación para un empleado del Departamento de Policía de Los Altos generalmente se manda al Jefe de Policía. También puede avisarle al supervisor del empleado o al Comandante de Vigilancia de turno. Sus comentarios pueden presentarse en persona, por teléfono, por correo electrónico o por medio de una nota o una carta informal.

Un elogio o recomendación puede relacionarse con cualquier evento que usted siente que demuestra el esfuerzo por parte de un empleado que merece un reconocimiento especial. Esto puede incluir acciones tales como; cortesía inusual o compasión, una importante medida para salvar vidas, u otros actos heroicos.

Todos los elogios o recomendaciones son formalmente documentados y los empleados afectados serán notificados.

Envíe su correspondencia a:

Jefe de Policía
Departamento de Policía de Los Altos
1 N. San Antonio Road,
Los Altos, CA 94022
Correo electrónico: police@losaltosca.gov

INFORMACIÓN NECESARIA PARA PRESENTAR UNA QUEJA O UN ELOGIO O RECOMENDACIÓN

Fecha / Hora / Ubicación del Evento /
Nombre del Oficial y Número del Caso si está disponible.

Si usted tiene preguntas adicionales o necesita ayuda,
por favor comuníquese con:

El Departamento de Policía de Los Altos

Número Principal: 650-947-2770



El Departamento de Policía de Los Altos

1 N. San Antonio Road,
Los Altos, CA 94022

Número Principal: 650-947-2770

Fax: 650-947-2736

Correo electrónico: police@losaltosca.gov



**Quejas de los Civiles y
Procedimiento
Para Elogios /
Recomendaciones**

DEPARTAMENTO DE POLICÍA DE LOS ALTOS

**ANDREW GALEA,
JEFE DE POLICÍA**

NUESTRA META

Prestar los Servicios Básicos de Policía a un Nivel Superior:

- Tomar el paso adicional—Ir por encima y más allá de lo esperado.
- Exceder las Expectativas.
- Compromiso con la Excelencia.
- Continuamente preguntar “¿Cómo podría yo / nosotros haberlo hecho mejor?”
- Empatía—tratar a todos como si fueran un familiar o amigo.
- Tratar a todos como nos gustaría ser tratados si los papeles se invirtieran.
- Cada contacto es una OPORTUNIDAD para ofrecerme a mí mismo y al Departamento de Policía de Los Altos en una manera positiva.

QUEJAS SOBRE EL PERSONAL

Todos los departamentos de policía en el Estado de California están obligados por ley a tener un proceso mediante el cual un civil puede presentar una denuncia contra el personal policial. Esta información ayudará a cualquier persona que tenga la ocasión de presentar una queja en contra de cualquier empleado del Departamento de Policía de Los Altos.

¿QUÉ ES UNA QUEJA DE UN CIVIL?

Las quejas contra el personal consisten de cualquier acusación de mala conducta o desempeño laboral indebido en contra de cualquier empleado del Departamento que, de ser cierta, constituiría una violación de las políticas del departamento, federales, estatales o locales. Quejas contra el personal serán clasificadas dentro de una de las siguientes categorías: Informales, Formales o Incompletas. Cada tipo de queja se aceptará, clasificará e investigará, desde las faltas más graves hasta las cuestiones que pueden ser abordadas inmediatamente por el supervisor del empleado.

¿CÓMO SE PUEDE PRESENTAR UNA QUEJA?

Una queja se puede presentar por teléfono, correo postal, correo electrónico o en persona. Puesto que se considera que su queja es un asunto serio, usted será contactado por el Comandante de Vigilancia de guardia. Tendremos que obtener su nombre, dirección y / o número de teléfono para que una investigación a fondo se pueda completar de manera que podamos proporcionarle información a usted.

Departamento de Policía de Los Altos
1 N. San Antonio Road, Los Altos, CA 94022
Número Principal: 650-947-2770
Correo electrónico: police@losaltosca.gov

PROCEDIMIENTO PARA QUEJAS

Después de recibir una queja, será revisada por nuestro personal de mando. Un investigador interno puede ser asignado para investigar la denuncia. La investigación incluirá entrevistas de los testigos y empleados involucrados, así como una revisión de cualquier prueba pertinente.

Es importante que cuando se presenta una queja, se presente información específica sobre el incidente, fecha, hora y lugar del incidente, el nombre del empleado y número de placa o el número de vehículos, etc.

Cada queja es considerada como un asunto muy serio y una oportunidad para revisar nuestras estrategias de servicio para mejorar nuestro rendimiento general. Por lo tanto, el investigador solicitará una declaración formal por escrito detallando las acusaciones específicas y las circunstancias que rodearon el incidente y llevar a cabo una entrevista. Según las denuncias, puede ser necesario obtener permiso para acceder a la información confidencial relacionada con la queja.

Si la investigación demuestra que el empleado violó alguna ley o la política del Departamento de Policía de Los Altos, él / ella puede ser sujeto al proceso disciplinario del Departamento. Además, las investigaciones que revelen que la actividad criminal en potencia puede ser referida a la Fiscalía para su enjuiciamiento penal.

RESULTADOS DE QUEJAS

La ley de California prohíbe la divulgación de detalles específicos de la investigación de un delito oficial de la ley.

Por lo tanto, una vez que la denuncia ha sido investigada a fondo y las acciones apropiadas han sido tomadas por el Departamento de Policía de Los Altos, una notificación será enviada al demandante proporcionando toda la información que legalmente puede ser liberada.

Si el demandante no está satisfecho con los resultados de la investigación, debe ponerse en contacto con el Jefe de Policía y solicitar que su queja sea reconsiderada. Las razones específicas que requieran una mayor investigación o reconsideración deben ser articuladas.

El Jefe de Policía puede contactarse por teléfono, correo postal, correo electrónico o en persona.



Departamento de Policía de Los Altos




1 N. San Antonio Road,
Los Altos, CA 94022

Número Principal: 650-947-2770

Correo electrónico: police@losaltosca.gov

一般市民投訴資料表

C.C.號碼：

投訴人 (姓氏、首名、中間名字)			LOS ALTOS POLICE DEPARTMENT 1 N. SAN ANTONIO ROAD LOS ALTOS, CA 94022-3000	
請標選適當的格，指出你希望調查人員如何 / 在何處與你聯絡。				 (650) 947-2770  (650) 947-2704
<input type="checkbox"/> 郵寄地址 (街道門牌, 公寓號碼, 室)				
城市, 州, 郵區號碼				
<input type="checkbox"/> 住家電話 (包括地區號碼)	事件發生地點			
<input type="checkbox"/> 工作電話 (包括地區號碼)	日期, 時間, 和事件發生時間			
出生日期	駕駛執照號碼	被捕 / 意外報告或告票號碼 (如知道)		

注意！請閱讀以下資料

如果你還沒有提出投訴，此表格下面的部份和附件可用於作開始程序。此外，你亦可以來電或到上述地址警察局和值班警官交談。

Los Altos 警務署設有一個明確一般市民投訴的程序。一般市民投訴程序的目的是調查一般市民的指控和決定是否有任何執法不當的事實。在收到投訴之後，涉及投訴當事人的指揮官有責任確保進行徹底的調查。雖然投訴解決未能經常令一般市民滿意，所有的調查均客觀地進行，目標是保持公眾的信心和部門的嚴正。在完成調查之後，通過指揮鏈，指示投訴人向警務署長要求不偏不倚的評審。經最後通過之後，該市民將會收到一份結案的書面回應。

此投訴是否涉及種族或身份定性的指控？如是，請指出以下哪個項目適用：

- 種族或族裔 (包括膚色)， 國籍， 年齡， 宗教， 性別，
 性別表達， 性傾向， 心智傷殘， 身體傷殘

(繼頁)

投訴人簽名

日期

此部份可由你及 / 或部門使用摘要或進一步說明你的投訴。




投訴人簽名

日期

(如有需要可附上額外紙張)

CIVILIANS' COMPLAINT INFORMATION FORM

C.C. NUMBER:

PERSON FILING COMPLAINT (LAST, FIRST, M.I.)		 <p>LOS ALTOS POLICE DEPARTMENT 1 N. SAN ANTONIO ROAD LOS ALTOS, CA 94022-3000</p> <p>  (650) 947-2770  (650) 947-2704 </p>
Check the appropriate box to indicate how/where you wish to be contacted by an investigator.		
<input type="checkbox"/> MAILING ADDRESS (STREET, APARTMENT NUMBER, SUITE)		
CITY, STATE, ZIP CODE		
<input type="checkbox"/> HOME PHONE NUMBER (INCLUDE AREA CODE)		LOCATION OF OCCURRENCE
<input type="checkbox"/> WORK PHONE NUMBER (INCLUDE AREA CODE)		DAY, TIME, AND TIME OF OCCURRENCE
DATE OF BIRTH	DRIVER'S LICENSE NUMBER	ARREST/ACCIDENT REPORT OR CITATION NUMBER (IF KNOWN)

IMPORTANT! READ THE FOLLOWING INFORMATION

If you have not already filed a complaint, the bottom portion of this form and attachments may be used to initiate the process. In addition, you may telephone or come into the police department to speak with the watch commander on-duty at the location listed above.

The Los Altos Police Department has a well-defined procedure for investigating civilians' complaints. The civilians' complaint process is designed to investigate the allegations of civilians and to make a determination of fact as to any wrongdoing. Once a complaint is received, it is the responsibility of the involved employee's Commander to ensure a thorough investigation is conducted. Although complaints cannot always be resolved to a civilian's satisfaction, all investigations are conducted objectively, with a goal of maintaining public confidence and departmental integrity. After completion of the investigation, complaints are directed through the chain of command, to the Chief of Police for an impartial review. After final approval, the civilian will receive a closing written response.

Does this complaint involve an allegation of racial or identity profiling? If so, please indicate which of the following applies:

- Race or ethnicity (including color), Nationality, Age, Religion, Gender,
- Gender Expression, Sexual Orientation, Mental Disability, Physical Disability

(Continued on the next page)

Complainant's Signature

Date

This section may be used by you and/or the Department to summarize or further clarify your complaint.

Complainant's Signature

Date

FORMULARIO DE INFORMACIÓN SOBRE QUEJAS DE CIVILES

NÚMERO C.C.:

PERSONA PRESENTANTO QUEJA (APELLIDO, PRIMER NOMBRE, INICIAL 2DO NOMBRE)

Marque la casilla correspondiente para indicar cómo / dónde desea ser contactado por un investigador.

DOMICILIO POSTAL (CALLE, NÚMERO DE APARTAMENTO, SUITE)

CIUDAD, ESTADO, CÓDIGO POSTAL (ZIP)

TELÉFONO EN CASA (INCLUYA SU AREA)

TELÉFONO DE TRABAJO (INCLUYA SU AREA)

SU FECHA DE NACIMIENTO

NÚMERO DE SU LICENCIA DE CONDUCTOR



LOS ALTOS POLICE DEPARTMENT
1 N. SAN ANTONIO ROAD
LOS ALTOS, CA 94022-3000



(650) 947-2770



(650) 947-2704

LUGAR DEL INCIDENTE

DÍA, HORA Y HORAS DEL INCIDENTE

NÚMERO DEL ARRESTO / REPORTE DE ACCIDENTE O DE INFRACCIÓN (SI LO SABE)

¡IMPORTANTE! LEA LA SIGUIENTE INFORMACIÓN Y FIRME

Si aún no ha presentado una queja, la parte inferior de este formulario y el formulario adjunto se pueden usar para iniciar el proceso. Además, usted puede llamar por teléfono o venir al departamento de policía para hablar con el Comandante de Vigilancia de guardia, en el lugar mencionado anteriormente.

El Departamento de Policía de Los Altos cuenta con un procedimiento bien definido para investigar las denuncias de los civiles. El proceso para quejas de civiles está diseñado para investigar las alegaciones. Una vez que se recibe una queja, es la responsabilidad del Comandante del empleado involucrado asegurar que una investigación completa se lleve a cabo. A pesar que las denuncias no siempre se pueden resolver a la satisfacción de los civiles, todas las investigaciones se llevan a cabo con objetividad, con la meta de mantener la confianza del público y la integridad del departamento. Una vez terminada la investigación, las quejas se dirigen a través de la cadena de mando al Jefe de la Policía para una revisión imparcial. Después de la aprobación final, el civil recibirá una respuesta de clausura por escrito.

¿Implica esta queja una alegación de perfilación racial o de identidad? Si es así, por favor indique cual de lo siguiente aplica:

- Raza o etnicidad (incluyendo el color), Nacionalidad, Edad, Religión, Género,
- Expresión de Género, Orientación Sexual, Discapacidad Mental, Discapacidad Física

(Continuado en la siguiente página)

Firma del Reclamante

Fecha

Esta sección puede ser usada por usted o el Departamento para resumir o aclarar su queja.

Firma del Reclamante

Fecha

(Agregue hojas adicionales si es necesario)
