Personnel Complaints
Penal Code 832.5 requires all police departments in the State of California to have a process by which a citizen can make a complaint against a peace officer. If you believe that any member of the department has mistreated you, violated your rights, or has otherwise been unprofessional in his or her conduct, you may file a complaint and have your complaint investigated.

The complaint process is to be used when it is believed that an officer’s conduct is inappropriate. The process is not to be used to dispute specific enforcement action taken by an officer, including the issuance of a traffic citation. Such disputes should be referred to the designated court.

In some cases, a complaint may be based on a misunderstanding of accepted law enforcement practices or department policy and procedure. A supervisor may be able to informally resolve complaints and clarify any issues where a misunderstanding has occurred. If you are dissatisfied with the outcome of an informal process, you may initiate a formal complaint.

Personnel Commendations
While it is critical that our community has a mechanism to notify the University of improper conduct by department employees, it is also important that there is a way to recognize employees who go beyond the call of duty.

A personnel commendation may address an event that deem noteworthy on the part of a department employee. This may range from courtesy or compassion to significant heroic acts.

How to File a Commendation or Complaint
All complaints will be accepted by the department 24 hours a day, 7 days a week. Police Services encourages those who wish to file a complaint to submit their complaint as soon as practical after the incident and with as much detail as possible in order to ensure that a proper investigation can be conducted.

IN PERSON

PHONE – (707) 664-4444

FAX – (707) 664-3553
(Confidential)

MAIL – Sonoma State University
Police Services
Attn: Chief of Police
1801 E Cotati Avenue
Rohnert Park, CA 94928

Mission Statement
Police and Parking Services is dedicated to ensuring a safe learning environment in support of the campus community. We accomplish this by:

- Treating individuals with respect and dignity
- Being dynamic, innovative and responsive to campus needs
- Working in collaboration with the campus community
- Providing safety and educational program and services in support of campus life
- Promoting professional development through ongoing education and training

Nathan Johnson, Ed.D.
Chief of Police

Executive Director for Risk Management, Internal Control and Information Security

Sonoma State University
Police Services
1801 E Cotati Avenue
Rohnert Park, CA 94928

(707) 664-4444
After your complaint is filed, a Police Services employee, assigned by the Chief of Police, will promptly gather all available information pertinent to each allegation of misconduct in the complaint. The final disposition of the case will be made by the Chief of Police. You will be notified by letter, at the conclusion of the investigation. If a complaint is found to be sustained, the Chief of Police will determine and administer the appropriate corrective action.

Records of complaints are maintained for least five years.

**Complaint Findings**

Once completed, the investigative report will be reviewed by the Chief of Police, who will determine which of the following findings best suits the facts uncovered by the investigator:

**SUSTAINED**
The investigation revealed that sufficient evidence exists to clearly prove the allegation.

**NOT SUSTAINED**
The investigation revealed insufficient evidence to prove or disprove the allegation.

**EXONERATED**
The investigation revealed that the alleged act(s) did occur, however, the act(s) were justified, legal, and proper.

**UNFOUNDED**
The investigation revealed that the alleged act(s) did not occur.

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**Investigation of Complaints**

**Commendation**

**Complaint**

<table>
<thead>
<tr>
<th>Name (First, Middle, Last)</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address (Street/City/State/Zip)</td>
<td>Telephone</td>
</tr>
<tr>
<td>Witness Name (First, Middle, Last)</td>
<td>Date of Birth</td>
</tr>
<tr>
<td>Address (Street/City/State/Zip)</td>
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</tr>
<tr>
<td>Address (Street/City/State/Zip)</td>
<td>Telephone</td>
</tr>
<tr>
<td>Location of Incident</td>
<td>Date</td>
</tr>
<tr>
<td>Officer Involved (Name)</td>
<td>Badge Number</td>
</tr>
</tbody>
</table>

Policy and Procedure Explained:  

YES  NO

Description of Events:

I hereby certify that the above facts are true and correct to the best of my knowledge.

Signature of Complainant

Signature of Parent (if complainant is under 18 years of age)

Person Receiving Complaint

Date  Time

Updated 10/2015