THE COMPLAINT PROCESS

Any member of the community who is dissatisfied with university police services or believes they have witnessed or been a victim of police misconduct can file a complaint.

Complaints may be filed:

- In person at the department located in the Police Services Building at: 425 La Moree Rd.
- By telephone at (760) 750-4567
- Or online at: <u>csusm.edu/policecommunityinformation/</u>

In order to appropriately respond to any complaint, it is necessary that adequate information be provided. It is requested that a Complaint Form be completed and submitted. This will allow for a thorough and complete evaluation of the complaint and permit the department to respond appropriately. A Complaint Form can be downloaded from our website or located at the Police Services Building. The Complaint Form is also available for completion and submittal on line at: csusm.edu/policecommunityinformation/

When completing this complaint form, please provide as much detailed information as possible. Please include the names and telephone numbers of all involved parties.

Once submitted, a complaint form will be sent to the Chief of Police who will assign the complaint to the appropriate manager for follow up. This would include the appropriate lieutenant for any law enforcement related issues, or to the appropriate civilian manager for complaints involving PACS or Emergency Management personnel. You will receive confirmation from the assigned manager that the complaint has been received, and contacted if further detail or follow up is required. Regardless, all complaints are taken seriously and will be thoroughly investigated.

Generally, complaint investigations are required to be completed within 30 days. If requested, you may receive notice that the investigation is complete, however, per California law, the specific action(s) taken as a result of the investigation are not typically releasable. Complaints, and any associated reports are retained for the designated retention period as mandated by law and/or CSU Chancellor's Office retention schedules.

47.5)

I have read and understand the above statement:

Thank you for bringing this matter to our attention.

University Police Department Cal State San Marcos

Community Complaint Report Form

Mail to: Chief of Police

University Police Department

Cal State San Marcos
333 S. Twin Oaks Valley Rd.
San Marcos, CA 92096

		Sall Marcos, CA 92090
Name (First, Middle, Last)	Home Phone	Business Phone
Address (Street, City, Zip)		
Witness name Wi	tness Address	Witness Phone
Employee involved (Name, Badge #, or Description)		Date and Time of Occurrence
Location of Occurrence		
Description of events: (Please attach additional p	pages as needed)	
ou have the right to make a complaint against a pol	lice officer for any improper police cor	nduct. California law requires this agency to have a
rocedure to investigate complaints. You have the righ	ht to a written description of this proc	edure. This agency may find after the investigation
nat there is not enough evidence to warrant action o		case you have the right to make the complaint and and any reports or findings must be retained for a

least five years. It is against the law to make a complaint that you know to be false. If you make a complaint against an officer knowing that it is

false, you can be prosecuted on a misdemeanor charge (Penal Code 148.6). You should also be aware that if you knowingly and maliciously make

a false complaint of misconduct against an officer, that office that officer may seek monetary damages from you in a civil lawsuit (Civil Code

Complainant's Signature

University Police Department

Cal State San Marcos Mission Statement

The Mission of the Cal State San Marcos Police Department is:

To protect our campus community above all else;

To practice community policing through maximum involvement with our campus community;

To control and prevent crime proactively and innovatively;

To provide responsive and professional service at all times.

University Police Department is located at:

425 La Moree Road San Marcos, CA 92078

Our mailing address is:

333 S. Twin Oaks Valley Road San Marcos, CA 92096

University Police Department



Community Complaint Form