

## A LETTER FROM THE CHIEF OF POLICE

It is our goal at the University Police Department to serve you in an exemplary manner. We are interested in your opinion on how we can be of better service to you. We value your impressions, ideas and perceptions. A positive relationship between police and the public we serve, fostered by confidence and trust, is essential to effective law enforcement.

All complaints will be assigned to a supervisor and thoroughly reviewed/investigated. Appropriate corrective action will be taken when warranted. You will be notified of the outcome at the conclusion of the investigation.

You may use this form, or if you prefer, you may telephone us or visit us to provide any information whatsoever. The time you take to provide information is important and meaningful to us.

Thank you,  
**ERIC REICHEL**  
CHIEF OF POLICE

## HOW TO MAKE A COMPLAINT

The first step is to call, write, or come in person to:

CSU, Chico Police Department  
W. 2nd Street & Normal Street  
Chico, CA 95929-0133  
(530) 898-5555

A complaint may be made at ANY time of the day or night. You can make a complaint and remain anonymous.

|                           |
|---------------------------|
| CONTROL# _____ YEAR _____ |
|---------------------------|

CSU Chico Police Department  
400 W. First Street  
Chico, CA 95929-0133

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

Return Address

**CONFIDENTIAL**

CALIFORNIA STATE UNIVERSITY,  
CHICO

UNIVERSITY POLICE  
DEPARTMENT

CITIZEN COMPLAINT  
PROCEDURE



**Eric Reichel**  
Chief of Police

(530) 898-5555

[www.csuchico.edu/up](http://www.csuchico.edu/up)

**PLEASE READ AND SIGN THE FOLLOWING:**

**SUMMARY OF COMPLAINT PROCESS**

After your complaint is filed, a California State University Police Department member assigned by the Chief of Police, will promptly gather all 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. When complaints are found to be sustained, the Chief of Police shall determine and administer appropriate corrective action.

You have the right to make a complaint against a police officer for any improper police conduct. California law requires this agency to have a procedure to investigate citizens' complaints. You have a right to a written description of this procedure. This agency may find after investigation that there is not enough evidence to warrant action on your complaint; even if that is the case, you have the right to make the complaint and have it investigated if you believe an officer behaved improperly. Citizen complaints and any reports or findings relating to complaints must be retained by this agency for at least five years.

**I have read and understand the above statement.**

**Signature:** \_\_\_\_\_

Phone Complaint: The above statement (in bold text)

was read to complainant. Phone line received on

\_\_\_\_\_

Person receiving complaint:

Date Received: \_\_\_\_\_ Time Received: \_\_\_\_\_

**UNIVERSITY POLICE DEPARTMENT CITIZEN COMPLAINT FORM**

|   |  |            |
|---|--|------------|
| Complainant Name (First, Middle, Last)  | Date of Birth                                  | Home Phone |
| Address (Street, City, ZIP)   | Business Telephone                             |            |
| (1) Witness Name (First, Middle, Last)  | Date of Birth                                  |            |
| Witness Address (Street, City, ZIP)   | Telephone                                      |            |
| (2) Witness Name (First, Middle, Last)  | Date of Birth                                  |            |
| Witness Address (Street, City, ZIP)   | Telephone                                      |            |
| Location of Occurrence  | Date   | Time       |
| Officer Involved (Name or Description)  | Badge #  | Car #      |
| POLICY AND PROCEDURE EXPLAINED <input type="checkbox"/> Via Phone <input type="checkbox"/> In Person <input type="checkbox"/> Copy Provided   |  |            |
| Description of Events:  |  |            |
| I hereby certify that the above facts are true and correct. I acknowledge that under California Civil Code 47.5, civil action can be brought against me for knowingly filing a false complaint. |  |            |
| Signature of Complainant  | Signature of Parent (if under 18 years of age) |            |