

*Dear Citizens:*

*The San Bruno Police Department has a responsibility to provide the community with a means of expressing their concerns regarding police conduct and a way of making suggestions for improving our delivery of police services.*

*The San Bruno Police Department will professionally and objectively investigate all citizen complaints in an unbiased and timely manner.*

*California Penal Code Section 832.5(a) also requires all police departments to have a procedure in place where a citizen may make a complaint against police personnel. The information contained in this pamphlet is designed to assist anyone who may have the occasion to file a complaint against a member of the San Bruno Police Department. In addition, this pamphlet contains frequently encountered questions regarding our complaint process and procedures.*

*As your Chief of Police, I want to assure you that the San Bruno Police Department places a high priority on quality customer service.*

*Sincerely,*

*Ryan Johansen  
Chief of Police*

### ***How Can a Personnel Complaint be Made?***

A complaint may be made by telephone, by mail, or in person. The complaint can be made at the police department or at another mutually convenient location. The department is primarily interested in being made aware of your concerns.

### ***When Can a Complaint be Made?***

A complaint can be made 24 hours a day. After normal business hours, a personnel complaint may be registered with the on-duty Watch Commander, or by calling (650) 616-7100. Generally, it is preferred that the complaint be registered as soon after the incident as possible while the events are still fresh in everyone's mind.

### ***What Happens After I File a Complaint?***

The complaint will be received and investigated by a supervisor. If the matter pertains to a procedural issue, the supervisor may be able to immediately resolve your concerns.

Upon completion of the investigation, it will be forwarded to the Division Commander for a recommendation, and then to the Chief of Police for a final determination. You will be notified in writing regarding the disposition of the complaint.

### ***What If I Am Not Satisfied With the Results of The Investigation?***

You may contact the County District Attorney's Office or the Grand Jury.

### ***Do I Have to Write My Complaint Out?***

We have found that it is much easier to investigate a complaint when the details are provided in writing. If this is not practical, other arrangements can be made.

Should you require any additional information, or have any suggestions on how we can improve our service, please contact the office of the Chief of Police at (650) 616-7100.