

## **COMMENDING PERFORMANCE**

The best way to commend the actions of a police employee is to write a brief letter or send an email to [policeweb@cityofdavis.org](mailto:policeweb@cityofdavis.org) describing the incident and the actions you think were exceptional. Information such as the date, time and location will help identify the employee if you don't know his or her name. If you choose not to write, you may ask to speak with the employee's supervisor and make a verbal commendation.

Commendations received by the Department are forwarded to the employee with a copy placed in his or her personnel file. Your commendation may also be posted on the Department's bulletin board to be read by all employees. Although our employees don't expect to be thanked for everything they do, recognition of exceptional service is always nice. This kind of feedback helps us know we are doing a good job.

## **HOW ARE WE DOING?**

The Davis Police Department is committed to providing the best service possible. Citizen input and feedback is essential if we are to succeed in this goal. If you have questions about any specific action taken by the Department, or about how the Department operates, or can improve, you may; call the Watch Commander at **(530) 747-5400**, or send your comments directly to the Davis Police Department at: 2600 5<sup>th</sup> St., Davis, CA 95618, or contact us by email at [policeweb@cityofdavis.org](mailto:policeweb@cityofdavis.org).

## **INDEPENDENT POLICE AUDITOR**

The Independent Police Auditor is appointed by the City Manager to assist citizens with concerns about the Police Department, and to make recommendations to improve the delivery of police services. In the course of those duties, the auditor reviews citizen complaint investigations, accepts for referral to the Police Department citizen complaints about Police employee conduct from people who may not feel comfortable going directly to the Department with their complaint, and interacts with community members and organizations when needed. Information regarding the Auditor can be located at: <http://cityofdavis.org/city-hall/police-department/administration/independent-police-auditor>

## **ABOUT THE POLICE DEPARTMENT**

The Davis Police Department has approximately 61 sworn officers and 37 non-sworn positions. Each day we offer professional police services to a residential population of over 66,000 people.

In an average year, the Department responds to more than 51,000 calls for service resulting in over 4,700 reports and 1000 arrests. We also write more than 4,500 moving citations, 13,000 parking citations, and 800 bicycle citations. In a typical year, fewer than 15 of these public contacts result in some kind of formal complaint.

The standards of the Davis Police Department are among the highest in the nation and our officers are among the best trained. As a means of maintaining both high quality and service the Davis Police Department encourages the public to recommend ways to improve our service to the community.



## **Citizen's Guide to Making Complaints, Inquiries and Commendations**



## **Davis Police Department**

**Landy Black  
Police Chief**

General Information (530) 747-5400  
Administration (530) 747-5405



## **MAKING AN INQUIRY OR COMPLAINT**

An inquiry or complaint can be made in writing, by telephone or in person. Complaint forms are available at the Police Department, the City Manager's Office or online at <http://cityofdavis.org/city-hall/police-department>. Any police supervisor may accept an initial inquiry or complaint. If the inquiry or complaint is specifically about the performance of a member of the Davis Police Department, you should ask to speak to that employee's immediate supervisor. If that supervisor is not available, you may ask for the on-duty Watch Commander.

If your inquiry or complaint appears to be based on a misunderstanding or lack of knowledge of acceptable or desired conduct, or the application of Departmental policies and procedures, the supervisor may offer an explanation and attempt to resolve the situation informally. If you are not satisfied with an explanation of acceptable and desirable conduct, or the procedures used, a formal complaint may be filed and it will be referred to the office of the Police Chief.

To file a formal complaint, please be prepared to provide: your name; the date, time and location of the event; the names of Department personnel involved (if known); and the name, address and telephone number of any witnesses.

### **FORMAL INVESTIGATION PROCEDURE**

If you file a formal complaint it will be thoroughly investigated by an assigned supervisor. The investigation will usually include a review of all applicable reports, examination of any evidence, and interviews

with all parties and witnesses. A simple inquiry might take several days to complete, while a complex complaint might take two or three months to investigate and review.

The office of the Police Chief reviews every complaint. If it is determined that an employee violated department policies, appropriate corrective action is taken. The Department review will also include looking for ways to improve policies, procedures, training, and service.

### **FINDINGS**

You will receive written notification of the findings of your complaint. Possible findings include:

1. **Sustained** – The investigation disclosed sufficient evidence to substantiate the allegation or wrong doing.
2. **Not Sustained** – The investigation failed to disclose sufficient evidence to prove or disprove the complaint.
3. **Unfounded** – The investigation has determined that the act(s) complained of did not occur.
4. **Exonerated** – The act complained of did occur, but the investigation revealed the act was lawful, justified, and in compliance with regulations.

If the investigation results in a sustained finding, the Department will determine whether the employee will be disciplined or receive additional training. Discipline may include: reprimand, suspension, or even termination for serious cases. State law does not allow the release of the specific action taken against a public safety employee.

Although we cannot guarantee you will be satisfied with the results of the investigation, we do guarantee that your complaint will be investigated fairly and thoroughly.

If you are not satisfied with the investigation you may contact the City Manager's Office at 530-757-5602, or by email at [cmoweb@cityofdavis.org](mailto:cmoweb@cityofdavis.org).

### **ALTERNATIVE CONFLICT RESOLUTION**

In lieu of conducting a formal investigation, certain types of complaints, generally involving allegations of rude conduct or bias profiling, may be referred to the ACR program, if the parties are willing. The ACR Program is an informal, confidential mediation process based on two restorative practices: circle processes and non-violent communication. Through the ACR Program, community members with a specific complaint about an interaction with a Davis Police employee(s), and the involved Davis Police employee(s) meet in a face-to-face, restorative process with the assistance of a team of two trained Circle Co-Keepers, who are members of the Davis Community.

The ACR Program allows the participants of the interaction giving rise to the complaint to safely explore, understand, and/or mutually resolve issues, with the objective of healing the conflict. This may result in agreement, or an agreement to disagree. Participants are not required to reach a formal resolution. The expectation however, is that by "coming together in a good way," the relationship between the participants will be restored.

