

**CITY OF PARLIER  
POLICE DEPARTMENT**

**CITIZEN COMPLAINT  
&  
COMMENDATION PROCEDURES**

Police officers, employees and volunteers are an unmistakable symbol of the law and community they serve, The police department can not solve crime and community problems without the support of the citizens. Together, they can improve the quality of life for everyone.

We are working hard to achieve three basic goals: 1. To reduce incidents of crime so high quality of life and peace of mind exists for all, 2. Maintain a reasonable level of police community service, and 3. Foster a professional police public image so community confidence in their police is high.

Chief of Police  
8770 Mendocino Ave.  
Parlier, CA 93648  
646-6600  
Fax 646-6608



## PARLIER POLICE DEPARTMENT

It is the mission of the Parlier Police Department to support our community as a desirable place to live, do business and enjoy life while providing the highest level of safety service within our resources and means.

- Providing maximum protection of life and property against violence, disorder or loss while assuring constitutional rights of all persons; to provide equal and fair treatment, while maximizing citizen rights to peace and tranquility.
- With sound fiscal administration and effective participative management, to attain long-range goals and annual public safety program objectives while meeting citizen and employee needs and assuring adherence to Police Code of Ethics.

### COMMENDATIONS

Everyone enjoys receiving recognition for their good work. Written or verbal commendations are one of the best ways to let our employees and volunteers know you appreciate their work. All commendations are formally documented and employees receive copies.

### SERVICE OR PERSONNEL COMPLAINTS

We take seriously our obligations to uphold your constitutionally guaranteed rights and freedoms. All police departments in California are required to have a process by which citizens may make a complaint against police personnel. The information herein will assist anyone wishing to make a complaint against any Parlier Police employee or volunteer.

#### WHAT IS A CITIZEN COMPLAINT?

There are two types of personnel complaints. Informal is handled by an employee's supervisor as an inquiry for minor transgressions needing correction. The formal complaint is for more serious types of transgressions, presented to us in writing on the enclosed form. Another form of complaint is about police procedures and/or service.

#### **WHO CAN MAKE A COMPLAINT?**

Every citizen has the lawful right to file a complaint. However, if the complaining party is under the age of 18, we require they be accompanied by a parent or guardian. If the complaining party is under the influence of alcohol or drugs, a sober adult must be with them or we will take the complaint at a later time when they are sober. If a criminal prosecution is pending on the item complained of, the complaint will be received but not investigated until the criminal case is adjudicated.

**NOTE:By law, all complaints must be truthful or criminal prosecution will result.**

#### **WHAT HAPPENS AFTER I FILE A COMPLAINT?**

It will be received, documented and thoroughly investigation. Corrective or disciplinary action will take place if warranted. Complainants will be notified of results but not specific personnel actions, which are confidential by law. Further questions and answers will be provided by the Chief of Police or on-duty staff member; 646-6600.

