



CITY OF LONG BEACH

POLICE DEPARTMENT

400 WEST BROADWAY • LONG BEACH • CALIFORNIA 90802 • (562) 570-7260 • FAX (562) 570-7114

Robert G. Luna
Chief of Police

CITIZEN COMPLAINT PROCEDURE

INTRODUCTION

The Chief of Police has a legal mandate to ensure procedures exist for investigating complaints made by members of the public against Police Department personnel.

The employees of the Long Beach Police Department are carefully selected, highly trained and serve with a pride of professionalism. However, as in any large organization, deviations from ideal performance occur. Allegations of misconduct against Department personnel are investigated thoroughly and objectively, and appropriate action taken, with the goals of maintaining the integrity of the Department and the confidence of the public.

The proper administration of law enforcement will only be assured if a highly professional police agency is maintained. The Long Beach Police Department has made diligent efforts to achieve this professional status and it is our desire to provide the means whereby it will be sustained.

PROCEDURES

Every citizen has the right to make a complaint against any employee of the Police Department. The complaint may be made to any supervisor or the Internal Affairs Division. A complaint may be made in person, by telephone, by mail, by email, or by a person not directly involved in the incident. Complaints may also be made anonymously. The Department will release to the complaining party a copy of his or her own signed statement when the complaint is filed in person. All others will be mailed.

Once a complaint is received, the following procedure is followed:

1. The complaint is forwarded to the Internal Affairs Division where it is given a file number and assigned for investigation.
2. The person filing the complaint will be sent a letter acknowledging the Department has received the complaint and indicating the file number.
3. Upon completion of the investigation, the case will be forwarded to the Deputy Chiefs and/or Chief of Police for final disposition and appropriate action.
4. After the Police Department completes its review of the case, an independent review is conducted by the Citizen's Police Complaint Commission (CPC). The complainant will be sent another letter advising that the investigation has been completed and that both reviews have been conducted.

Note: the average time it takes to process and investigate a complaint is between 3 and 6 months, however each case is unique.

ADMINISTRATION BUREAU
(562) 570-5830
FAX (562) 570-5833

INVESTIGATIONS BUREAU
(562) 570-7350
FAX (562) 570-5837

PATROL BUREAU
(562) 570-7214
FAX (562) 570-7058

SUPPORT BUREAU
(562) 570-7342
FAX (562) 570-6018

HOW TO FILE A COMPLAINT

The following information is important when filing a complaint:

- The officer's name and description, badge number, and vehicle number, if obtained
- Witnesses names, addresses and telephone numbers
- Any other evidence you feel may be important such as copies of citations, photographs, etc.
- If you are injured, it is important that you file your complaint as soon as possible so that photographs can be taken and medical records obtained quickly.

To obtain this form in other languages, refer to:

www.longbeach.gov/police/info/complaints/default.asp

You may also file your complaint via email directly to:

Internal.Affairs@longbeach.gov

Department investigators make every effort to uncover the truth in each situation. In those cases where a citizen feels that a proper investigation has not been conducted, the citizen may contact any of the below listed agencies:

Long Beach Police Department 400 West Broadway Long Beach, CA 90802 (562) 570-7236	Citizen Police Complaint Commission Long Beach City Hall 13th Floor 333 West Ocean Boulevard Long Beach, CA 90802 (562) 570-6891
District Attorney's Office Los Angeles County 275 Magnolia Avenue Ste. 3195 Long Beach, CA 90802 (562) 247-2000	Long Beach Police Department INTERNAL AFFAIRS DIVISION 400 West Broadway Long Beach, CA 90802 (562) 570-7343
Attorney General's Office State of California Attn: Public Inquiry Unit P.O. Box 94425 Sacramento, CA 94244	Grand Jury Los Angeles County B-303 Criminal Courts Building 210 West Temple Los Angeles, CA 90012
Federal Bureau of Investigation 501 W. Ocean Boulevard Suite #7370 Long Beach, CA 90802 (562) 432-6951	

This information is available in an alternative format by request to the Personnel Administrator at (562) 570-7120.