CIVILIAN 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 person has the right to make a complaint against any employee of the Police Department. The complaint may be made to any supervisor or the Professional Standards 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 their 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 Professional Standards 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.

Note: the average time it takes to process and investigate a complaint is between 6 and 12 months, however each case is unique.

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.
- Choose the language that best suits your needs to view the complaint procedures