



**Walnut Creek Police Department**  
1666 North Main Street  
Walnut Creek, CA 94596  
(925) 943-5844

## **COMPLAINT PROCEDURES**

The Walnut Creek Police Department, in order to maintain its high standards, investigates complaints against all departmental personnel. The public has a right to demand fair, impartial and effective law enforcement. It is the policy of the department to investigate all complaints.

### ***HOW COMPLAINTS ARE RECEIVED:***

1. **Personally:** You may come to the Police Department; an employee of the department will either take your complaint or assist you in contacting the appropriate person who will take your complaint.
2. **Telephone:** You may call the office of the Chief of Police, (925) 943-5869, Monday through Friday, 8:00 a.m. to 5:00 p.m., or you may call and talk to the On-duty Watch Commander or other supervisor at (925) 935-6400, at any time.
3. **Mail:** You may send a letter regarding the incident or return the "Citizen Report" forms provided by the department to: The Chief of Police, 1666 North Main Street, Walnut Creek, CA 94596.
4. **Email:** You may email your signed complaint to the Office of the Chief at: [Haithcock@WalnutCreekpd.com](mailto:Haithcock@WalnutCreekpd.com)

### ***INFORMATION NEEDED:***

Provide as much specific information and as many facts as possible about the incident including:

1. Date(s), time(s), and location(s)
2. Name(s), badge number(s), description(s) or car number(s) of the employee(s) involved
3. Names and addresses of any witnesses (if known)

The above information helps us quickly process your complaint.

***INVESTIGATION:***

Complaints are investigated by a command-level employee or another supervisory employee selected by the division commander. A thorough investigation is conducted, including interviewing the complainant, subject employee and any witnesses to the incident. The complaint is investigated in a fair and objective manner and its purpose is to discover the truth regardless of the consequences. After the investigation is reviewed, a decision is made regarding the disposition of the complaint.

***DISPOSITION:***

In all cases, you will be informed of the results of the investigation. If after receiving this information, you wish to pursue the matter further, you may schedule a meeting with the Chief of Police.

When a policy/procedure complaint is sustained, the procedure, process or action will be corrected. When a personnel complaint is sustained, appropriate corrective or disciplinary action will be taken.

If you desire additional information, please contact my office at (925) 943-5869 or the Watch Commander at (925) 943-5886.

Jamie Knox  
Chief of Police



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**CITIZEN'S REPORT**

**Name:** \_\_\_\_\_

**Home Address:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Business Phone:** \_\_\_\_\_

**Date and Time of Incident:** \_\_\_\_\_

**Type of Incident:** \_\_\_\_\_

**Case/Citation number (if known):** \_\_\_\_\_

**Witnesses (name, addresses, and phone numbers, if known):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**If an employee(s) was involved, please list name/badge number/vehicle number, if known. If not known, please provide a description of the employee(s):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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**Are you alleging racial and/or gender profiling? If yes, what do you believe the profiling was based on (check all those that apply):**

- Race/Ethnicity (including color)
- Nationality
- Age
- Religion
- Gender
- Gender Expression
- Sexual Orientation
- Mental Disability
- Physical Disability

**Summary of complaint:**

(If necessary, attach more pages)

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**SIGNATURE**

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**DATE**