

## **FRESNO POLICE DEPARTMENT COMPLAINT PROCEDURE**

California Law requires every law enforcement agency to have a procedure for investigating complaints by members of the public, and to have a written description of the procedure available for review. Complaints and any reports or findings relating to these complaints shall be retained for a period of at least five years. (Penal Code Section 832.5).

Internal Affairs investigations are confidential and may not be revealed during any civil or criminal proceeding except by court order or by specific exceptions under law. (Penal Code Section (832.7).

All complaints are initially reviewed by a supervisor. The complaining party will be contacted by a supervisor. If the complaint cannot be resolved or the supervisor believes misconduct may have occurred, your complaint will be thoroughly investigated.

A police supervisor will conduct a thorough administrative investigation by conducting interviews, collecting evidence and reviewing reports. The supervisor will then prepare a detailed report which will be reviewed by the Chief of Police or a designated staff officer. If the investigation determines that employee misconduct occurred, the Chief or designated staff officer will determine the appropriate discipline or corrective action. Police Department employees may receive training or may be counseled, reprimanded, suspended, or terminated depending on the degree

of misconduct and the disciplinary history of the employee.

For Internal Affairs investigations, once the investigation is completed, the Department will mail the complainant a letter advising them that their complaint was investigated and appropriate action taken. If the Internal Affairs investigation takes longer than thirty days to complete, the Department will notify the complainant of the status of the investigation and keep them updated every thirty days thereafter until the investigation is completed.

### **WILL A COMPLAINT AFFECT CRIMINAL CHARGES?**

State law requires the Administrative and Criminal investigations be kept separate. Therefore, the information gathered during the investigation of your complaint will not affect any criminal proceedings.

### **THE FRESNO POLICE DEPARTMENT'S COMPLAINT PROCEDURE HELPS YOU, THE COMMUNITY, AND THE POLICE.**

The Internal Affairs Bureau is responsible for investigating complaints concerning the manner in which the Police Department conducts business.

Internal Affairs investigations accomplish the following:

**Protection of Rights:** Community members have a right to expect fair and impartial law enforcement. Therefore, any police misconduct must be reported and corrected as quickly as possible.

### **Protection of Community**

**Relations:** Our reputation as a professional law enforcement agency is critical to maintaining trust with the community we serve. The Fresno Police Department is constantly judged by the performance of their employees. Therefore, we welcome the opportunity to review and/or investigate any complaint of misconduct by any of our employees.

**Correct Procedural Problems:** The Fresno Police Department constantly strives to provide better service to the community. Complaints from the public can sometimes reveal a procedure which is deficient or out of date. Community participation helps to bring procedural problems to light, so they may be quickly corrected.

### **TRANSLATION SERVICES AVAILABLE UPON REQUEST**

English Revised 02/2024

## HOW TO ASSIST THE INVESTIGATION:

- Report your complaint as soon as possible.
- Record the officer(s) name, badge number and car number, if possible.
- Note the date, time, and exact location of where the incident occurred.
- Identify any witnesses.
- Record the related Fresno Police Report number.

## HOW DO YOU FILE A COMPLAINT WITH THE FRESNO POLICE DEPARTMENT?

A. You may go in person to:  
Fresno Police Department  
Headquarters  
2323 Mariposa Mall  
Fresno, CA 93721

B. File an on-line complaint form or download a mail-in complaint form from:

<http://www.fresno.gov>

1. Look under the heading "Government"
2. Select Department Directory
3. Police Department
4. Click On-Line Complaint Form

C. Call (559) 621-7000 - 24-hour phone line

D. Request a "Mail-In Complaint Form" by calling or writing to:

Fresno Police Department  
Internal Affairs  
P. O. Box 1271  
Fresno, CA 93715-1271  
(559) 621-2730

E. Obtain a "Mail-In Complaint Form" at a location listed below. Please call for hours of operation.

Fresno City Hall, City Manager's Office  
2600 Fresno Street  
Fresno, CA 93721 (559) 621-8000

City of Fresno  
Office of Independent Review  
2600 Fresno Street  
Fresno, CA 93721 (559) 621-8617  
[www.fresno.gov/oir](http://www.fresno.gov/oir)

Hinton Community Center  
2385 S. Fairview, Fresno  
(559) 497-0795

Mosqueda Community Center  
4670 E. Butler, Fresno  
(559) 600-6191

Ted C. Wills Community Center  
770 N. San Pablo, Fresno  
(559) 621-6720

Stone Soup Fresno  
1345 E. Bull Dog Lane, Fresno  
(559) 224-7613

## FRESNO POLICE DEPARTMENT COMPLAINT PROCEDURES



*"Accountability and transparency build trust within our community. Our agency is committed to investigating citizen complaints in a fair and impartial manner."*

**Paco Balderrama**  
Chief of Police  
Fresno Police Department