PERSONNEL COMPLAINT INFORMATION

HOW TO MAKE A COMPLAINT OF MISCONDUCT AGAINST AN EMPLOYEE

The purpose of this pamphlet is to explain the complaint process of the Los Angeles Police Department. Anyone who feels that an employee has acted improperly should bring the matter to the attention of a Department supervisor. The allegation will be investigated and appropriate action taken. It is through this process that the individual can help maintain the high standards of quality that the Department demands and the Community deserves.

WHERE AND HOW TO FILE A COMPLAINT

You may make a complaint in person at any police station, Internal Affairs Division, or the Police Commission, regardless of where the incident occurred. Internal Affairs Division and the Police Commission are located at Parker Center, 150 North Los Angeles Street. If you do not wish to make a complaint in person you may obtain a "Complaint of Employee Misconduct" form from any Los Angeles police station, the Police Commission, or any City Council field office. If you are unable to obtain a form at any of these locations, you may call our 24-hour, toll free number, 1-800-339-6868, to file a complaint or request the "Complaint of Employee Misconduct" form.

If you feel more comfortable making your complaint in writing, you may send a letter directly to Internal Affairs Division, the Office of the Chief of Police, or the Board of Police Commissioners. Any of these offices will be able to assist you. The mailing address for all three is 150 North Los Angeles Street, Los Angeles, California, 90012. There is no set format; you may tell your story in the way in which you feel most comfortable. But you must include the important facts, such as where the incident occurred, what date and time, and the name(s) of the employee(s) involved, if available.

HOW A FORMAL PERSONNEL COMPLAINT IS HANDLED

After filing, a formal personnel complaint will be investigated by either a supervisor from the division of occurrence or a supervisor assigned to Internal Affairs Division. Once the complaint has been thoroughly investigated, the Captain of the investigating division will review the entire complaint and render a finding.

Your complaint will then be reviewed at several additional levels to ensure that nothing has been overlooked. A Commander or Deputy Chief will examine your complaint, as well as the recommendations made by the Captain, prior to final approval by the Chief of Police.

Investigation of a personnel complaint and the subsequent review of that investigation (including the administration of discipline against a Department employee, when warranted) are very time consuming and involved processes. Please be patient. After the complaint has been thoroughly investigated, and the appropriate action taken, you will be notified in writing of the results.

INVOLVEMENT OF THE HEAD OF THE POLICE DEPARTMENT

The Board of Police Commissioners routinely monitors investigations of employee misconduct to ensure that complaints are properly investigated and adjudicated.

The Board of Police Commissioners is the head of the Police Department. The Board is made up of five members from the community appointed by the Mayor and confirmed by the City Council.

CRIMINAL CHARGES AND THE COURT

Many times people who have been arrested feel that they are not guilty of the charge. However, the validity of the arrest and the guilt or innocence of the person involved must be determined by a Court of Law, not the Police Department. Only the Court is empowered by law to adjudicate such matters. A court proceeding provides an impartial forum in which both sides of the case can be heard and the truth determined.

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