



# OCEANSIDE POLICE DEPARTMENT

## Complaint Form

### MISSION STATEMENT

OUR PURPOSE IS TO WORK WITH THE COMMUNITY TO BUILD TRUST AND PROVIDE  
QUALITY SERVICE THAT ACTIVELY PREVENTS CRIME, REDUCES THE FEAR OF  
CRIME, AND PROMOTES SAFETY.

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*Public Safety members are entrusted to preserve the peace and protect all persons and property. Trust is the cornerstone of our relationship to the community and we cannot accomplish our purpose without that trust.*

*It is the policy of the Oceanside Police Department to accept, register and investigate all complaints of alleged misconduct on the part of any member of the department. The members of the Oceanside Police Department are held to a high professional standard, imposed by both law and policy. Beyond this, I expect every member to treat others as they would expect to be treated under same circumstances.*

*As the Chief of Police, I sincerely hope you will never need to use the information contained here. However, you may be rest assured we will objectively investigate your complaint, we will get to the truth, and we will take corrective action on any misconduct so as to preserve the public trust.*

*Frank S. McCoy  
Chief of Police*

**Please provide the following information:**

Name of Complainant: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City/State Zip Code

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Date and Time of Incident: \_\_\_\_\_ Citation and/or Case Number: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Name of Involved Oceanside Police Department Members:  
\_\_\_\_\_  
\_\_\_\_\_

***Please use reverse side to document details of the incident.***

You will receive a letter indicating we are in receipt of your complaint. Via a letter, the Chief of Police will notify you of the outcome of your complaint. In the event the investigation discloses misconduct, appropriate administrative action will be taken.



The details of the incident are as follows:

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<p><b>WHAT IF I WANT TO MAKE A COMPLAINT?</b>                  If you believe a member of the Oceanside Police Department has committed an act of misconduct, you may ask to speak to the Watch Commander or his/her designee. S/he will discuss the matter with you, and may be able to resolve the issue immediately to your satisfaction. If you are not completely satisfied, and in some instances, the matter may need to be handled more formally.</p> <p>As circumstances permit, the matter will be discussed with the involved member. S/he will be provided with correction, guidance, or training as necessary. Your position on the matter may simply be explained so similar instances may be better handled in the future.</p> <p>If a more formal process is warranted, the complaint will be given directly to the Chief of Police for review and assigned to a member in the Professional Standards Unit. Your complaint will be taken seriously and it will be thoroughly investigated. The Chief of Police will then review the results. If misconduct is found, the member may be disciplined.</p> <p><b>WILL I BE NOTIFIED WHEN THE INVESTIGATION IS COMPLETED?</b>                  After your formal complaint is investigated, you will receive a letter from the Chief of Police advising you of the results.</p>	<p><b>IF I'M UNDER 18, CAN I STILL FILE A COMPLAINT?</b>                  Yes, bring one of your parents, legal guardian, or a responsible adult with you.</p> <p><b>WHAT WILL HAPPEN TO THE MEMBER?</b>                  If the actions are found to be improper, the member may be disciplined. If the actions were legal and proper, the member will be exonerated. Should the facts indicate the complaint is false, then the complaint will be unfounded.</p> <p><b>HOW LONG WILL IT TAKE?</b>                  That depends on the amount of investigation necessary. You may contact the Professional Standards Supervisor at any time to check on the status of your complaint investigation. Internal Affairs Sergeant Scott Garrett 760) 435-4541.</p> <p><b>WHAT IF I'M NOT SATISFIED WITH THE INVESTIGATION?</b>                  We sincerely hope that will not happen. If it does, you may contact your representative on the City Council, or in some cases, the San Diego County District Attorney or Grand Jury.</p>
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**I have read and understand the above statement.**

\_\_\_\_\_ **Complainant Signature**

\_\_\_\_\_ Date

\_\_\_\_\_ **Member Receiving Complaint** ID#

\_\_\_\_\_ Date

Copy of Complaint Given to Complainant

\_\_\_\_\_ **Lieutenant** ID#

\_\_\_\_\_ Date

**Action Taken:**  Resolved - How: \_\_\_\_\_  
 Referred to Professional Standards Unit

**MAIL COMPLETED FORM TO: -OR- SCAN AND EMAIL COMPLETED FORM TO:**  
 Oceanside Police Department Klaser@ci.oceanside.ca.us  
 Attention: Lt. Karen Laser  
 3855 Mission Ave.  
 Oceanside, Ca 92058

