

The Sacramento Police Department's Citizen Complaint procedure is intended to help you, the community, and the police as well.

If you have a concern about the practices or personnel of the Sacramento Police Department, what can you do about it?

Since 1971, the Sacramento Police Department Internal Affairs Division has investigated citizen complaints regarding police department personnel or policies.

A positive relationship between the police and the public they serve builds confidence and trust, which is essential to effective law enforcement. While the police are charged with enforcement of the law, they must meticulously observe the rights of the people. Police personnel, at the same time, must be free to take action in a reasonable, lawful, and impartial manner without fear of reprisal.

It is important, therefore, that adequate provisions be made for the prompt receipt, investigation, and disposition of complaints regarding the conduct of Department personnel. To this end, the Sacramento Police Department welcomes feedback about the Department and valid complaints against its members or procedures.

The purpose of the Internal Affairs Division is to ensure complete, fair, and impartial investigations of citizen complaints.

HOW TO MAKE A COMPLAINT

The first step is to call, write, come in person, or visit us online:

Internal Affairs Division
Sacramento Police Department
5760 Freeport Boulevard
Sacramento, CA 95822

Email: IAConcerns@pd.cityofsacramento.org

Hours: 8:00 a.m. - 5:00 p.m. Mon – Fri

Phone: 916-808-2290 (24 hours a day)

Mailing Address: 5770 Freeport Blvd. Suite 100
Sacramento, CA 95822

Web Page: www.sacpd.org

INVESTIGATION PROCEDURE

The person receiving your concern will ask you to provide as much information as possible regarding the incident. If you were involved in or witnessed the incident, an extremely important part of the investigation is to obtain a statement from you.

When an investigation occurs, each allegation is examined on its own merits. These investigations may require investigators to contact all available witnesses, including police officers, examine any relevant physical evidence, review video, and gather all information pertinent to each allegation made in the complaint. The Chief of Police or designee will render a finding in each case.

There are four possible findings:

Sustained: The investigation disclosed enough evidence to clearly prove the allegation.

Not sustained: The investigation failed to reveal enough evidence to clearly prove or disprove the allegation.

Exonerated: The act that proved the basis for the complaint did occur; however, the investigation revealed the act was justified, lawful, and proper.

Unfounded: The investigation produced sufficient evidence to prove that the alleged act or acts did not occur. This finding shall also apply when individual personnel named in the complaint were not involved in an act that did occur.

At the conclusion of an investigation, you will be notified of the disposition of the complaint in writing or via email. The type of corrective action imposed is subject to the provisions of the Charter of the City of Sacramento, the rules of the Civil Service Board and, when appropriate, the City Manager. Discipline may include counseling, training, and action up to and including termination. If your complaint is sustained and punitive discipline is imposed, the employee has appeal rights. Therefore, you may be required to testify at one or more administrative proceedings.

SUMMING UP

Your valid concerns and feedback help us protect the community from possible misconduct by employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.

Per California Penal Code Section 832.5 (a), the Sacramento Police Department must have a policy in place for investigating complaints against our personnel. We also must make that policy available to the general public. The Sacramento Police Department's complaint procedure is outlined in our [Internal Investigation Manual \(RM220.01\)](#). A copy is available on the SPD website.

Per California Penal Code Section 148.6, you have the right to make a complaint against any Department employee. Additionally, we have the mandated responsibility to maintain a record of complaints for at least five years.

Sacramento Police Department



Mission Statement

The Mission of the Sacramento Police Department is to work in partnership with the community to protect life and property, solve neighborhood problems, and enhance the quality of life in our City.

City of Sacramento Office of Public Safety Accountability

The Mission of the Office of Public Safety Accountability (OPSA) is to enhance relationships between the City of Sacramento's public safety employees and the community by independently accepting, monitoring and investigating complaints of misconduct.

Complaints to OPSA about public safety employees may be made by phone at 916-808- 7525, in person at the OPSA office, 915 I Street, HCH 3rd Floor, Sacramento, CA 95814, or at

www.cityofsacramento.org/opsa.

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Internal Affairs Division
5760 Freeport Blvd.
Sacramento, CA 95822-3516

Phone: (916) 808-2290

Daniel Hahn
Chief of Police