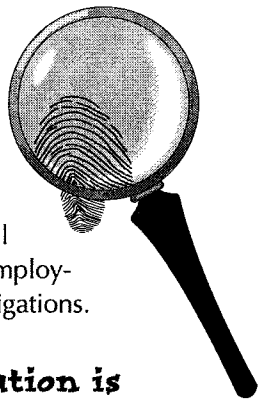


SFPD Must Cooperate With the OCC

Both the San Francisco Charter and SFPD General Order 2.04 require San Francisco police officers to cooperate with OCC investigations.

The police department encourages citizens to bring forth complaints of inadequate police service or official misconduct. When presented with complaints, officers must receive them with courtesy and without delay. This order also mandates full cooperation of all police department employees with OCC investigations.



Police Retaliation is Illegal

Officers are not allowed to contact complainants or witnesses regarding the issues raised by a complaint while the complaint is under investigation.

In 1988 the Police Commission established a policy that specifically prohibits police officers from threatening, intimidating, misleading, or harassing potential or actual OCC complainants, witnesses, or staff members. Retaliation against complainants is legally prohibited. Please notify the OCC immediately if you believe retaliation has occurred or has been threatened and immediate action will be taken.

OCC Outreach

The OCC would like to let you know what we do and how to utilize the OCC process. If you would like information on the agency or to arrange for a staff presentation at a school or at a group meeting please contact us at 415-241-7711.

The OCC also utilizes volunteers in various capacities. Please contact the agency if you wish to volunteer.

Your Complaint Makes a Difference

You are the starting point of civilian review. We rely upon you to bring to our attention problems with officers and department policies. We know that you feel strongly about your encounter with a police officer, or you would not have taken the trouble to register a complaint. But without adequate evidence, we cannot prove a complaint.

Your complaint goes into the officer's personnel record, where it will stay, even if the charges cannot be proved. In the event behavior of the sort you have alleged is repeated, the police department can take corrective action to help the officer to alter the offending behavior.

When should you file?

A complaint should be filed when you feel a member of the police department has acted improperly in the course of their work. Whether the complaint is related to discourteous treatment, an unjustified arrest, unnecessary force or any other police action you feel to be wrong, we want to know about it. While the OCC encourages you to sign your complaint, we will take anonymous complaints if necessary.

Who We Are

The Office of Citizen Complaints investigates complaints against San Francisco police officers and makes policy recommendations. The organization is staffed by a diverse group of civilians who have never been San Francisco police officers.

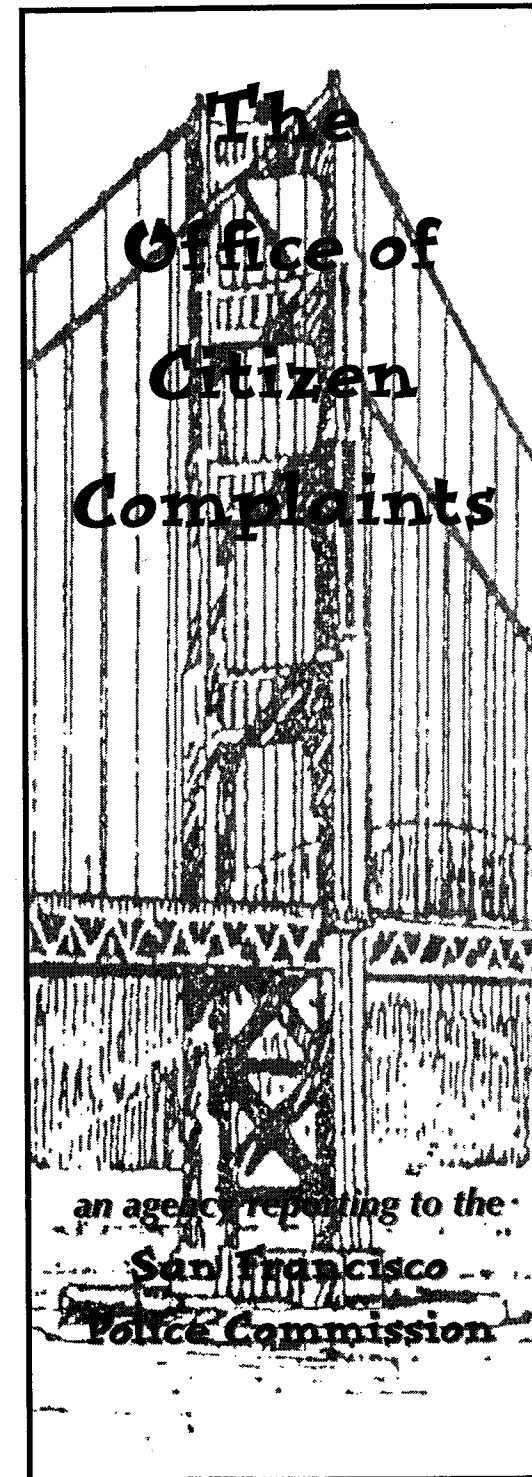
The office was created by a voter initiated charter amendment to the San Francisco City Charter in 1983. The OCC was placed under the direct supervision of the Police Commission as an independent agency, separate from the police department. The Police Commission is also a civilian body.

Office of Citizen Complaints
25 Van Ness Ave., Suite 700
San Francisco, CA 94102-6058
415.241.7711
fax: # 415.241.7733
website: www.sfgov.org/occ

Office Hours
8:00 a.m. to 5:00 p.m.
Monday through Friday

Complaints can also be filed at Police District Stations

Tenderloin District 301 Eddy Street	Northern Station 1125 Fillmore Street
Central Station 766 Vallejo Street	Park Station 1899 Waller Street
Southern Station 850 Bryant Street	Richmond Station 461 Sixth Avenue
Bayview Station 201 Williams Street	Ingleside Station 1 John Young Ln.
Mission Station 630 Valencia Street	Taraval Station 2345-24th Avenue
Airport Bureau Police Sub-Station Terminal 1, Lower Level SFO International Airport	



The Investigation Process

The purpose of an OCC investigation is to find out what happened. An investigation may include interviews of witnesses and officers, a review of police records, policies and procedures, a review of medical records, photographing individuals and scenes, and the gathering, preservation and inspection of any other pertinent evidence. Once an investigation has been completed, a finding is made as to whether the conduct of the officers violated any police department rules, or local, state or federal laws. Letters are sent to both complainant(s) and officer(s) advising them of the preliminary findings of the investigation.



Investigative Hearings

The OCC has a checks and balance system built into its investigation process. After the OCC makes its decision on a complaint, both the complainant(s) and named police officer(s) have the opportunity to review the evidence in the case with the investigator. If either party believes the investigation was incomplete or mishandled, they have the right to request an investigative hearing.

Hearings are granted at the discretion of the OCC Director. An independent investigative hearing officer will decide only the facts of your case. The facts are then applied to departmental rules and procedures by the Director, who will determine whether to change the preliminary findings made by our staff.

How to File a Complaint

The most effective way to file a complaint is to come into the OCC office. This will allow investigators to personally interview you and to document relevant evidence. Other ways to file a complaint are:

- ☛ **Call the OCC.** Complaints may be filed over the telephone.
- ☛ **Complete and return the complaint form by mail.** The OCC will mail a form to you upon request. An investigator will contact you shortly after you file the complaint.
- ☛ **Send us a letter detailing the incident.** Please be sure to include your address and phone numbers so that we may contact you for additional information, if necessary.
- ☛ **Go to a district police station.** All district stations are open 24 hours a day. All police personnel are required to receive complaints courteously and to assist you with filing.

When you file your complaint, you should receive a copy, regardless of how or where it is filed.

Important Information When You File

When you file your complaint please include the following information in your description of the event:

- ☛ The day, date, time and exact location of the incident;
- ☛ The officer's name, star number, description and vehicle or license number (if available);
- ☛ Witnesses' names, addresses and telephone numbers;
- ☛ License numbers for vehicles involved in the incident;
- ☛ Any other evidence you feel may be important such as copies of citations, photographs, etc.

If you are injured, it is vitally important that you file your complaint as soon as possible so that photographs can be taken and medical records obtained quickly.

If a criminal case is pending against you, you should speak with your attorney before filing a complaint.

The Disciplinary Process

In the event a complaint is sustained, a report will be forwarded to the Chief of Police for further action. The Chief can hold a disciplinary hearing where up to a ten-day suspension may be imposed. If the nature of the allegation requires more serious discipline, or if the officer has had previous instances of misconduct, the Chief may send the complaint forward to the Police Commission. The Police Commission will then hold a formal administrative hearing and make a determination on the charges and on discipline up to and including termination of employment. Under an OCC verified complaint procedure, the OCC Director can elect to forward a complaint to the Police Commission if the Chief does not agree that misconduct occurred.



Mediation/An Alternative

The OCC has a mediation program which enables complainants to resolve their issues with the accused officer in a face to face dispute resolution process. The goal of the program is to bring together the involved parties in an effort to achieve mutual understanding. Mediation is limited to eligible cases as determined by the OCC and must be agreed to by both the complainant and the accused officer. Cases that are successfully mediated are not considered disciplinary proceedings in an officer's record.