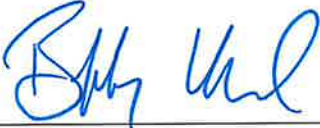





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 2 - Personnel

Policy Number:	2.12
Policy Name:	Citizen Complaints
Authority:	PC 13012(e)
Replaces:	7.2 Citizen Complaints (12/14/2005)
Effective Date:	January 1, 2019
Revision Date:	April 16, 2018
Related Policies and Procedures:	832.5 PC, 823.7 (e) PC, 13012 (e) PC, Title 15, 1361
Related Forms:	Complaint: 8/20 (Public Complaint Form)
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

I. POLICY

The San Francisco Juvenile Probation Department shall inquire into complaints and concerns voiced by citizens especially when it involves alleged misconduct of our peace officer personnel. The procedure is outlined below and shall be made available to the public.

Each complaint shall be received and investigated promptly, thoroughly, and as an individual matter. SFJPD shall provide written notification to the complaining party of the disposition of the complaint within 30 days of the disposition. [PC 832.7]

Although the following procedures relate to responding to complaints and negative statements, both complaints are to receive prompt attention. In general, the Supervisor should handle negative statements informally without the use of the complaint form or procedure.

II. DEFINITION

Citizen Complaint: A specific allegation of misconduct in an incident by one or more employees made by a citizen. A negative statement is not to be considered a complaint.

III. GENERAL PROCEDURES

- A. When it has been determined that a complaint is being made and other informal means are not adequate to resolve the concern, the following procedures are to be followed:
 - i. The Supervisor making the determination that the complaint form and procedure are to be used shall inform the complainant of the procedure and availability of the form. If the complainant requests the form be mailed to him/her rather than pick it up from the Supervisor, it shall be mailed.
 - ii. The completed complaint form shall be returned to the Chief Probation Officer. It shall be forwarded, through channels, to the Supervisor of the subject. The Supervisor shall notify the

complainant of the receipt of the complaint within five (5) working days.

- iii. Upon receipt of the written complaint by the Supervisor, he/she shall promptly and thoroughly inquire into the matter. The employee who is the subject of the complaint shall be advised as soon as possible and/or reasonable. The subject of the complaint shall be allowed to present in writing his/her response to the complaint and it shall become part of the documentation. Basic facts concerning the findings shall be recorded along with the disposition of the matter. The Division Director shall be informed of the disposition before it is entered into the file.
- iv. If the complaint cannot be resolved at the first level of supervision involved, the matter is to be brought to the next level of supervision until it is resolved.
- v. When the inquiry is complete and the Division Director has reviewed the information, all the materials relating to the complaint shall be made available to the employee and a copy forwarded to the Chief Probation Officer. The Human Resources Manager shall place the complaint and disposition in the employee's personnel file or, if the complaint is unfounded, it may be placed in a general complaint file for a period no longer than five years from the date of receipt.
- vi. Any disciplinary action resulting from a complaint shall be reviewed with the appropriate Division Director and the Chief Probation Officer before any discipline is initiated.
- vii. The Department shall provide written notification to the complaining party of the disposition of the complaint within 30 days of the disposition. A letter shall be sent to the complainant stating the results of the investigation, a copy of which will be made available to the employee for prior review. Copies of the letter shall be forwarded

to the Chief Probation Officer, Division Director, and Human Resources Manager. Responses may include such dispositions as:

- a. The investigation indicated that the act or acts reflected within the complaint did not occur or failed to involve Probation Department personnel.
 - b. The act or acts did occur but were justified, lawful, and proper.
 - c. The investigation fails to discover enough evidence to clearly prove or disprove the allegations made in the complaint.
 - d. The investigation conducted because of the complaint indicated corrective action was appropriate. Corrective action has been initiated. State appreciation to the complainant for bringing this to our attention.
 - e. The investigation establishes that the employee was not involved in the alleged incident.
- B. Statistics compiled by the department, regarding citizen complaints, shall be stored and maintained by the departments Personnel Office pursuant to 13012(e) PC.