

## DISPOSITION

After thorough investigation, your complaint will be classified with one of the following findings:

**Unfounded:** When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within the classification of unfounded (Penal Code § 832.8).

**Exonerated:** When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

**Not sustained:** When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

**Sustained:** A final determination following an investigation that the actions of an officer were found to violate law or department policy (Penal Code § 832.8).

You will be notified in writing of the disposition. By law, we cannot divulge information about discipline or administrative action that may be taken in response to sustained findings regarding your complaint. Sustained complaints by members of the public will be retained for 15 years.

# Newark Police Department



## Civilian Complaint Procedure

Police Department  
37077 Newark Boulevard  
Newark, CA 94560  
Non-Emergency (510) 578-4237  
Fax (510) 578-4329  
Email: [police@newark.org](mailto:police@newark.org)  
[www.newark.org](http://www.newark.org)

## OUR MISSION

The Newark Police Department has a mission to provide professional public safety services in partnership with our community.

The Newark Police Department is entrusted to perform a critical community service in the form of law enforcement. We understand that our decisions and actions must meet the most demanding ethical standards. We commit to the highest levels of personal and professional conduct.

The Newark Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of our members.

It is also the policy of the Newark Police Department to ensure that the community can report misconduct without concern for reprisal or retaliation.

## WHAT IS A PERSONNEL COMPLAINT

Any allegation of misconduct or improper job performance that, if true, would constitute a violation of department policy or of federal, state or local law.

An inquiry about conduct or performance that, if true, would not violate department policy or federal, state or local law may be handled informally by a supervisor.

Such inquiries generally include clarification regarding policy, procedures or the response to specific incidents by the Department.

## HOW TO MAKE A COMPLAINT

All complaints will be courteously accepted by any department member and promptly given to the appropriate supervisor.

Personnel complaint forms will be maintained in a clearly visible location in the public area of the police facility and be accessible through the department website.

Although written complaints are preferred individuals from the public may make complaints in any form, including in writing, by email, in person or by telephone.

You are encouraged to file complaints in person so that proper identification, signatures, photographs or physical evidence may be obtained as necessary.

Anonymous and third-party complaints will be accepted and investigated to the extent that sufficient information is provided, however you cannot be informed of the result of your complaint if you choose to remain anonymous.

## WHAT TO EXPECT

You will be provided with a copy of your statement at the time it is filed with the Department.

Once the complaint is received it will be reviewed by a supervisor. If it meets the definition of a complaint, it will be assigned.

If you provided your contact information you will be contacted by the investigator who may ask clarifying questions to help with the investigation. The investigator should provide you with periodic updates on the status of the investigation, as appropriate.

