



San Rafael Police Department

1375 Fifth Avenue
San Rafael, CA 94901

5-Year Personnel Complaint Log

The San Rafael Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of its members. The Department will accept and address all complaints of misconduct in accordance with department policy and applicable federal, state and local law, municipal and county rules and the requirements of any collective bargaining agreements. It is also the policy of this department to ensure that the community can report misconduct without concern for reprisal or retaliation.

Personnel complaints include 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, policy or rule. Personnel complaints may be generated internally or by the public. Inquiries about conduct or performance that, if true, would not violate department policy or federal, state or local law, policy or rule may be handled informally by a supervisor and shall not be considered a personnel complaint. Such inquiries generally include clarification regarding policy, procedures or the response to specific incidents by the Department.

Personnel complaints shall be classified in one of the following categories:

Informal - A matter in which the Shift Supervisor is satisfied that appropriate action has been taken by a supervisor of rank greater than the accused member.

Formal - A matter in which a supervisor determines that further action is warranted.

Incomplete - A matter in which the complaining party either refuses to cooperate or becomes unavailable after diligent follow-up investigation.

Personnel complaints are classified with one of the following dispositions:

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.

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 - When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

#	Complaint	Disposition
19-01	Conduct	Unfounded
19-02	Conduct	Inquiry
19-03	Response to Call	Unfounded
19-04	Conduct	Inquiry
19-05	Conduct	Inquiry
19-06	Use of Force	Unfounded
19-07	Conduct	Unfounded
19-08	Conduct	Unfounded
19-09	Conduct	Unfounded
19-10	Conduct	Inquiry
19-11	Conduct	Inquiry
19-12	Conduct	Exonerated
19-13	Conduct	Not Sustained
19-14	Conduct	Unfounded
19-15	Informal	Sustained
19-16	Response to Call	Unfounded
19-17	Conduct	Inquiry
19-18	Conduct	Unfounded
19-19	Conduct	Not Sustained
19-20	Conduct	Inquiry
19-21	Response to Call	Inquiry
19-22	Rudeness	Inquiry
19-23	Conduct	Exonerated
19-24	Conduct	Not Sustained
19-25	Conduct	Unfounded
20-01	Property/Safekeeping	Inquiry
20-02	Rudeness	Unfounded

#	Complaint	Disposition
20-03	Rudeness	Sustained
20-04	Driving	Exonerated
20-05	Use of Force	Unfounded
20-06	Procedures	Inquiry
20-07	Response to Call	Inquiry
20-08	Procedures	Inquiry
20-09	Procedures	Inquiry
20-10	Response to Call	Inquiry
20-11	Conduct	Unfounded
20-12	Conduct	Exonerated
20-13	Response to Call	Exonerated
20-14	Conduct	Not Sustained
20-15	Conduct	Not Sustained
20-16	Conduct	Unfounded
20-17	Rudeness/Conduct	Unfounded
20-18	Procedures	Inquiry
20-19	Conduct	Not Sustained
20-20	Conduct	Unfounded
20-21	Conduct	Inquiry
20-22	Response to Call	Inquiry
20-23	Response to Call	Inquiry
20-24	Conduct	Sustained
20-25	Conduct	Inquiry
20-26	Conduct	Inquiry
20-27	Conduct	Inquiry
21-01	Conduct	Inquiry
21-02	Conduct	Inquiry

#	Complaint	Disposition
21-03	Response to Call	Inquiry
21-04	Procedures	Inquiry
21-05	Conduct	Inquiry
21-06	Conduct	Not Sustained
21-07	Conduct	Inquiry
21-08	Conduct	Sustained
21-09	Procedures	Inquiry
21-10	Response to Call	Inquiry
21-11	Response to Call	Inquiry
21-12	Use of Force	Exonerated
21-13	Response to Calls	Unfounded
21-14	Conduct	Inquiry
21-15	Conduct	Inquiry
21-16	Rudeness	Inquiry
21-17	Frivolous	Inquiry
21-18	Response to Calls	Inquiry
21-19	Frivolous	Inquiry
21-20	Rudeness	Not Sustained
21-21	Conduct	Unfounded
21-22	Conduct	Inquiry
21-23	Conduct	Sustained
21-24	Conduct	Unfounded
21-25	Conduct	Exonerated
21-26	Rudeness	Unfounded
21-27	Response to Calls	Inquiry
21-28	Conduct	Exonerated
21-29	Response to Calls	Unfounded

#	Complaint	Disposition
21-30	Response to Calls	Inquiry
21-31	Conduct	Inquiry
21-32	Procedures	Inquiry
21-33	Conduct	Unfounded
21-34	Conduct	Inquiry
21-35	Conduct	Inquiry
21-36	Procedures	Unfounded
21-37	Conduct	Unfounded
22-01	Procedures	Inquiry
22-02	Procedures	Inquiry
22-03	Conduct	Inquiry
22-04	Procedure	Inquiry
22-05	Conduct	Inquiry
22-06	Conduct	Inquiry
22-07	Conduct	Inquiry
22-08	Procedure	Inquiry
22-09	Conduct	Inquiry
22-10	Conduct	Inquiry
22-11	Procedure	Inquiry
22-12	Bias	Unfounded
22-13	Conduct	Unfounded
22-14	Conduct	Sustained
22-15	Conduct	Inquiry
22-16	Conduct	Inquiry
22-17	Conduct	Exonerated
22-18	Conduct	Not Sustained
22-19	Conduct	Inquiry

#	Complaint	Disposition
22-20	Conduct	Exonerated
22-21	Conduct	Unfounded
22-22	Conduct	Exonerated
22-23	Conduct	Inquiry
22-24	Procedures	Inquiry
22-25	Procedures	Inquiry
22-26	Conduct	Unfounded
22-27	Procedures	Not Sustained
22-28	Bias	Unfounded
22-29	Conduct	Unfounded
22-30	Conduct	Incomplete
22-31	Bias	Inquiry
22-32	Procedures	Not Sustained
22-33	Procedures	Inquiry
22-34	Procedures	Exonerated
22-35	Bias	Unfounded
22-36	Procedures	Not Sustained
22-37	Procedures	Sustained
22-38 IA-1	Conduct	Not Sustained
22-39 IA-3	Conduct	Pending
22-40 IA-4	Conduct	Pending
22-41 IA-5	Procedures	Pending
22-42 IA-7	Conduct	Pending
22-43 IA-8	Procedures	Sustained
23-01	Procedures	Exonerated

#	Complaint	Disposition
23-02	Procedures	Not-Sustained
23-03	Procedures	Exonerated
23-04	Conduct	Exonerated
23-05	Procedures	Inquiry
23-06	Use of Force	Exonerated
23-07	Procedures	Sustained
23-08	Procedures	Unfounded
23-09	Procedures	Unfounded
23-10	Conduct	Unfounded
23-11	Procedures	Inquiry
23-12	Procedures	Not Sustained
23-13	Procedures/Conduct	Not Sustained
23-14	Procedures	Unfounded
23-15	Conduct	Sustained
23-16	Procedures	Inquiry
23-17	Conduct	Exonerated
23-18	Conduct	Sustained
23-19	Conduct	Unfounded
23-20	Conduct	Inquiry
23-21	Driving	Inquiry
23-22	Procedures	Inquiry
23-23	Procedures	Inquiry
23-24	Conduct	Inquiry
23-25	Driving	Unfounded
23-26	Conduct	Unfounded
23-27	Conduct	Inquiry
23-28	Conduct	Unfounded

#	Complaint	Disposition
23-29	Conduct	Inquiry
23-30	Conduct	Sustained
23-31	Conduct	Unfounded
23-32	Conduct	Unfounded
23-33	Conduct	Sustained
23-34	Conduct	Inquiry
23-35	Conduct	Unfounded
23-36	Conduct	Sustained
23-37	Conduct	Unfounded
23-38	Conduct	Unfounded
23-39	Conduct	Unfounded
23-40	Conduct	Unfounded
23-41	Conduct	Sustained
23-42	Conduct	Inquiry
23-43	Procedure	Unfounded
23-44	Procedures	Inquiry
23-45	Procedures	Exonerated
23-46	Conduct	Unfounded
23-47 IA-01	Conduct	Sustained
23-48 IA-02	Conduct	Sustained
23-49 IA-03	Conduct	Incomplete
23-50 IA-04	Conduct	Sustained
23-51 IA-05	Conduct	Sustained