



# San Rafael Police Department

1400 Fifth Ave.  
San Rafael, CA 94901

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## 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
12-01	Accidental Discharge of Firearm	Sustained
12-02	Excessive Force	Unfounded
12-03	Conduct	Not Sustained
12-04	Conduct	Unfounded
12-05	Excessive Force	Unfounded
12-06	Conduct	Not Sustained
12-07	Conduct	Sustained
12-08	Vehicle Collision	Sustained
13-01	Rudeness	Not Sustained
13-02	Conduct	Sustained
13-03	Conduct	Incomplete
13-04	Conduct	Sustained
14-01	Conduct	Exonerated
14-02	Conduct	Sustained
15-01	Conduct	Exonerated
15-02	Conduct	Sustained
15-03	Sick Leave Use / False Statements	Employee Resigned
15-04	Conduct	Sustained
15-05	Pursuit Policy Violations	Exonerated
16-01	Harassment/Discrimination	Pending
16-02	Conduct	Not Sustained
16-03	Conduct	Pending
16-04	Theft	Pending
16-05	Conduct	Incomplete
16-06	Truthfulness	Unfounded
16-07	Conduct	Sustained
16-08	Conduct	Incomplete

#	Complaint	Disposition
17-01	Conduct	Sustained
17-02	Conduct	Incomplete
17-03	Conduct	Incomplete
17-04	Conduct	Incomplete
17-05	Harassment	Not Sustained
17-06	Conduct	Pending
	<b>Complaint Policy Revised 06/01/17</b>	
17-01	Harassment	Incomplete
17-02	Rudeness	Informal
17-03	Civil Rights	Formal
17-04	Frivolous	Incomplete
17-05	Frivolous	Incomplete
17-06	Frivolous	Incomplete
17-07	Frivolous	Incomplete
17-08	Frivolous	Incomplete
17-09	Conduct	Incomplete
17-10	Conduct	Formal
17-11	Frivolous	Formal
17-12	Use of Force	Formal
17-13	Conduct	Informal
17-14	Traffic Control	Inquiry
17-15	Rudeness	Incomplete
17-16	Parking Violations	Incomplete
17-17	Rudeness	Informal
17-18	Frivolous	Inquiry
17-19	Frivolous	Inquiry
17-20	Conduct	Inquiry

#	Complaint	Disposition
17-21	Conduct	Informal
17-22	Conduct	Inquiry
17-23	Conduct	Incomplete
17-24	Procedures	Inquiry
17-25	Procedures	Inquiry
17-26	Procedures	Inquiry
17-27	Conduct	Inquiry
17-28	Driving	Incomplete