



# San Rafael Police Department

1375 Fifth Avenue  
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
17-01	Conduct	Sustained
17-02	Conduct	Incomplete
17-03	Conduct	Incomplete
17-04	Conduct	Incomplete
17-05	Harassment	Not Sustained
17-06	Conduct	Unfounded
	<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
17-29	Insufficient Investigation	Inquiry
17-30	Traffic Investigation	Inquiry
17-31	Traffic Violation	Unfounded
17-32	DUI Investigation	Inquiry
17-33	Use of Force	Unfounded
17-34	Procedures	Inquiry
17-35	Procedures	Inquiry
17-36	Conduct	Not Sustained
18-01	Procedures	Incomplete
18-02	Conduct	Inquiry
18-03	Procedures	Inquiry
18-04	Driving	Inquiry
18-05	Procedures	Inquiry
18-06	Driving	Inquiry
18-07	Procedures	Unfounded
18-08	Response to Call	Inquiry
18-09	Response to Call	Inquiry
18-10	Conduct	Incomplete
18-11	Response to Call	Inquiry

#	Complaint	Disposition
18-12	Conduct	Inquiry
18-13	Conduct	Not Sustained
18-14	Use of Force	Unfounded
18-15	Judgement	Inquiry
18-16	Missing Property	Unfounded
18-17	Procedures	Inquiry
18-18	Response to Call	Inquiry
18-19	Conduct	Exonerated
18-20	False Arrest	Unfounded
18-21	Conduct	Inquiry
18-22	Use of Force	Unfounded
18-23	Conduct	Unfounded
18-24	Conduct	Inquiry
18-25	Conduct	Inquiry
18-26	Conduct	Inquiry
18-27	Conduct	Inquiry
18-28	Conduct	Inquiry
18-29	Conduct	Inquiry
18-30	Conduct	Sustained
18-31	Conduct	Not Sustained
18-32	Conduct	Unfounded
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

#	Complaint	Disposition
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	Pending
19-25	Conduct	Pending
20-01	Property/Safekeeping	Inquiry
20-02	Rudeness	Unfounded
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

#	Complaint	Disposition
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
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

#	Complaint	Disposition
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
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

#	Complaint	Disposition
21-36	Procedures	Unfounded
21-37	Conduct	Unfounded