

UCPD Complaint FAQ

WHAT IS YOUR POLICY ON FILING COMPLAINTS?

The safety and security of our University of California campus is a joint effort. Community members and the police department work together to build a safe and peaceful campus community where educational, research, and public service goals of the University can be achieved. The Police Department would like to foster an open channel of communication with the University community which enables us to maintain the highest possible standards. They also help us to protect the University community from possible misconduct, and to provide a basis for a thorough and impartial investigative procedure to protect those departmental employees who perform their duties properly. To this end, the UC Police Department welcomes constructive criticism of the department and valid complaints against its members of procedures.

HOW DO I MAKE A COMPLAINT?

There are several ways to submit a complaint to the UC Police Department. Go to <https://police.ucr.edu/document/file-complaint> for the UCPD complaint form

- Make your complaint in person at the University of California at Riverside Police Department station located at 3500 Canyon Crest Drive Riverside California Riverside CA 92521.
- Call the department's non-emergency number 951-827-5222 and ask to speak to a Watch Commander.
- Mail a personal letter (or complaint form) describing your complaint to "The Chief of Police" at 3500 Canyon Crest Drive Riverside California Riverside CA 92521.
- Email the complaint to ucpdgeneralmail@ucr.edu which is monitored by UCPD supervisors.

CAN I SUBMIT A COMPLAINT ANONYMOUSLY?

Yes. Any complaint can be made anonymously, without giving your name; however, the complaint will not be considered a formal complaint and you cannot be informed as to the result of your complaint if you choose to remain anonymous. If you make your identity known, you will be advised of the disposition of your complaint.

DO I HAVE TO USE THE COMPLAINT FORM?

No. However, you are encouraged to use the Complaint Form which is available at any UC Police Department as it provides us with sufficient information to start looking at your complaint.

DO I HAVE TO DISCLOSE MY NAME AND CONTACT INFORMATION?

No. You can make an anonymous complaint. However, we may not be able to obtain additional information from you, which may impede our ability to investigate your complaint. In addition, we would be unable to inform you of the disposition of your complaint unless we have your name and contact information.

HOW MUCH TIME DO I HAVE TO SUBMIT A COMPLAINT?

Although you can submit a complaint at any time following an incident, we encourage you to submit the complaint as soon as possible.

WHAT WILL HAPPEN TO MY COMPLAINT ONCE YOU RECEIVE IT?

You should receive acknowledgement of your complaint promptly. In addition, we will send you a copy of the complaint you submitted and any statement you made at the time you made the complaint. Your complaint will be reviewed by the Chief of Police or their designee and an investigator will be assigned. The investigator may contact you to get additional information that will help him/her investigate your complaint. If an employee's actions have violated any department policies or laws appropriate action will be taken.

WILL AN OUTSIDE INVESTIGATOR WILL BE USED?

The Chief will coordinate with the Vice Chancellor for consideration of when an outside investigator should be utilized. Factors for consideration will include:

- The seriousness or severity of the allegation.
- Number of UCPD personnel involved.
- Cases that exceed the department's resources or expertise.
- Conflicts of interests between supervisor(s)/investigator/involved officer(s).
- Specific allegations against the Chief or Assistant Chief of Police.
- Mutual Aid incidents.
- Assessment of the reputational risk to the police department and UC.

WHAT WILL YOU TELL ME ABOUT THE RESULTS OF ANY INVESTIGATION?

After the determination of the disposition of the complaint is made, you will be notified whether or not your complaint was determined to be:

- Sustained. When the investigation discloses that the act reported did occur and constituted misconduct or improper job performance.
- Not Sustained. When the investigation discloses insufficient evidence to clearly prove or disprove the allegations made.
- Exonerated. When the investigation indicates the act occurred, but the act was justified, lawful, and proper.
- Unfounded. When the investigation indicates the act complained of did not occur.

WILL ACTION BE TAKEN AGAINST THE OFFICER OR EMPLOYEE?

If an officer or non-sworn employee has violated departmental policies or laws, appropriate action will be taken.

WILL I BE INFORMED OF WHAT ACTION IS TAKEN?

UCPD must comply with University policies, state and federal law regarding discipline taken against employees. Therefore, although we will notify you of the disposition of your complaint, we cannot provide you with information against what action, if any, is taken against the officer or employee.