

FAQs

DOES THIS MEAN THAT THE POLICE DEPARTMENT LIKES COMPLAINTS?

Of course not. A complaint may mean that someone is not performing their duties in an acceptable manner. However, if we are to continue to improve our service to you, we must know where we need improvement.

DO I HAVE TO COMPLAIN IN PERSON?

No. We would prefer to talk to you in person, but we will accept a complaint in any manner. If you wish to remain anonymous, you may still file a complaint. However, we will not be able to respond back to you directly, nor will we be able to clarify any information given to us. We encourage you to utilize the Complaint Form that is provided in order that we may conduct as professional an investigation as possible.

WHO WILL INVESTIGATE MY COMPLAINT?

Generally, your complaint will be investigated by the accused person's commanding officer. Under special circumstances, it may be assigned to a special investigator.

DO JUVENILES HAVE THE RIGHT TO FILE A COMPLAINT?

Yes. If you are under 18 years of age, you may still file a complaint, although we would prefer that you bring a parent or guardian with you. We also will ask your parent or legal guardian to sign the Complaint Form.

DO I HAVE TO BE A LEGAL RESIDENT OR CITIZEN OF THE UNITED STATES TO FILE A COMPLAINT?

No. You do not have to be a legal resident or citizen of the United States in order to file a complaint.

WILL THE POLICE CHIEF KNOW ABOUT THE COMPLAINT?

Yes. The Police Chief receives complaints against officers/employees and ultimately reviews the investigation conducted into the complaint.

COMPLAINTS or COMPLIMENTS



The
NOVATO POLICE DEPARTMENT
*Welcomes Your Complaints
And
Compliments*

ONLINE REPORTING OPTION:
(YOU CAN COMPLETE THIS FORM ONLINE)

<https://www.novato.gov/government/police-department/how-are-we-doing/compliment-complaint>

Jim Naugle
Chief of Police

FROM :

To: Chief Jim Naugle
Novato Police Department
909 Machin Avenue
Novato, CA 94945-3242

STAMP

WHAT WILL HAPPEN TO THE OFFICER/EMPLOYEE?

That will depend on what the officer/employee did. It will also depend on the individual officer/employee's record. If the actions were criminal, the officer/employee will be dealt with like any other citizen. If the actions were improper, but not criminal, the officer/employee will be given corrective counseling or discipline by his/her superiors.

WILL A COMPLAINT INVESTIGATION AFFECT ANY OTHER PROCEEDINGS?

Traffic citations or arrest charges will not be dismissed because of a personnel complaint investigation, unless the investigation conclusively proves that no basis for citation or arrest can be established.

WILL I FIND OUT THE RESULTS OF THE INVESTIGATION AND WHAT ACTION IS TAKEN AGAINST THE OFFICER/EMPLOYEE?

You will find out the disposition of the complaint (sustained, not sustained, exonerated, or unfounded). The action taken against the officer/employee is confidential and can not be disclosed by law.

TO WHOM SHOULD THE COMPLAINT BE REPORTED?

Complaints may be filed in person with the Watch Commander or the employee's supervisor at the Novato Police Department. If you do not wish to file your complaint in person, you may telephone or mail your complaint to the following:

Novato Police Department
Office of the Chief of Police
909 Machin Avenue
Novato, CA 94945-3242
(415) 897-4361

