



### Law...

*Penal Code Section 832.7(c) mandates that the citizen making a complaint be provided with a copy of his/her own statement at the time the complaint is filed. If the complainant submits the personnel complaint through the mail, a copy of the complaint shall be mailed to the complainant at the address provided on the complaint form.*



### Law...

*Penal Code Section 832.5(b) mandates that all citizen and personnel complaints and any reports or findings relating thereto shall be retained for a period of no less than 5 years for records where there was not a sustained finding of misconduct and for not less than 15 years where there was a sustained finding of misconduct.*

### Law...

*Penal Code Section 832.5(a) mandates that each department in the State which employs peace officers shall establish a procedure to investigate citizen's complaints against the personnel of such departments and shall make a written description of the procedure available to the public.*



Stephanie A. Bridgett  
District Attorney of Shasta County

### Mission Statement

*The Shasta County District Attorney's Office is dedicated to seeking the truth through fair, honest, and ethical prosecution.*

## SHASTA COUNTY DISTRICT ATTORNEY'S OFFICE

### Citizen's Complaint Procedure



The Shasta County District Attorney's Office complaint process is designed to provide citizens the opportunity to bring concerns regarding operations of the Office or actions of its personnel to the attention of the District Attorney's Office Administration. An administrative investigation of the allegations will be conducted to clarify issues for the complainant and, if appropriate, hold members of the Office accountable.



Call: **530-245-6300**

## **Citizen Complaint Process**

The complaint process is designed to satisfy the concerns of the citizens and correct or rectify improper actions by employees of the District Attorney's Office. The complaint process may also be used to address issues where actions by employees of the District Attorney's Office may be misunderstood. Therefore, it is important that all allegations presented in a complaint to the District Attorney's Office be thorough and based on factual information.

If appropriate, a complaint allegation may be resolved without documentation through a discussion between the employee's supervisor and the complaining party. The supervisor will notify the District Attorney or Chief Investigator of the complaint.

If an investigation is warranted, the employee assigned to the citizen's complaint investigation will make written notification to both the complainant and the employee under investigation that the complaint has been received and the investigating employee's contact information.

The completed investigation will be reviewed by a committee of supervisory personnel who will recommend a disposition to the District Attorney or his/her designee.

If the complaint is sustained, the committee will recommend to the District Attorney disciplinary action, which may be: Oral Counseling; Retraining; Written Reprimand; Suspension; Demotion; or Termination.

### **Dispositions**

The following dispositions will be utilized for completed Citizen Complaint investigations:

Unfounded: Allegation did not occur.

Exonerated: Allegation did occur, but justified.

Not Sustained: No clear proof that the allegation did occur.

Sustained: Clear proof that the allegation did occur.

No Finding: Complainant failed to disclose promised information; or the investigation revealed that another agency was involved and the complainant was referred to that agency; or the complainant withdrew the complaint; or the complainant is no longer available for clarification.

### **Notifications**

The employee will be informed in writing by the District Attorney, or her designee, of the final disposition. Sustained complaints shall become part of the employee's personnel record. Complaints other than sustained will be maintained in a separate employee personnel file, pursuant to the California Public Records Act and Evidence Code 1043.

The complainant will be informed in writing of the disposition by District Attorney or her designee. Penal Code Section 832.7(f)(1) mandates that the complaining party be notified within 30 days of the disposition of the complaint. This notification will be limited to disposition only. Personnel actions are deemed "confidential".

## **How To Make A Complaint**

The first step is to call, write, come in person or send us an email.

Hours: 8 a.m. to 5 p.m. Mon – Fri Web Page:  
<http://www.da.co.shasta.ca.us/index.shtml>

## **SHASTA COUNTY DISTRICT ATTORNEY'S OFFICE**

Located at:

1355 West Street

Redding, California 96001

**Phone:** 530.245.6300

**Fax:** 530.245.6334

**E-mail address:**

[shastada@co.shasta.ca.us](mailto:shastada@co.shasta.ca.us)