



**DESERT HOT SPRINGS POLICE DEPARTMENT  
CITIZEN COMMENDATION OR COMPLAINT FORM**

Jim Henson

Chief of Police

Desert Hot Springs Police Department

65950 Pierson Boulevard

Desert Hot Springs, Ca 92240

760-329-2904

When the Police perform admirably, it is important to us to know that we provide service to your expectation level. However, it is just as important for us to know when we do not meet your expectations.

Today's Police Officer, in any community, is a symbol not only of the law, but also of the entire law enforcement profession. As a result, they are targets for grievances against any shortcomings for our governmental system.

The Police Officer can solve the complex problems of a community only when working together with the entire community.

Our goal at the Desert Hot Springs Police Department is to serve our community and use your comments to better our services to our community. We hope that you will never need to use a complaint form. We do not want to fail in our continuing efforts to give you the best possible service.

We "members" of the Desert Hot Springs Police Department do recognize our responsibility to serve the entire public to the best of our ability. Impartial Law Enforcement, which represents dignity of all individuals, is essential and will be accomplished with tact and diplomacy. ***Please use this form to tell us when we do well and when we do not.***

Our Officers will hear your positive comments and they will be included in their personnel files.

However, if you use this form to file a complaint about our service, please be assured that we will professionally and objectively investigate all citizen complaints.

Thank you for taking the time to let us know about your experience with the Desert Hot Springs Police Department.

Sincerely,

Jim Henson

Chief of Police

## Questions and Answers

**Does that mean the Police Department wants complaints?** Of course not. We would prefer to receive compliments when our service meets your needs. Nevertheless, we do want to know when our service needs to be improved or corrected.

**Will you listen to my complaint?** Certainly. We want to find out what went wrong so that it does not happen again.

**Whom should I go to first?** You should take a complaint about an officer to his/her supervisor. However, you can submit it to any on-duty supervisor.

**I want to take this all the way to the top. I want the Chief of Police to know.** The Chief of Police gets copies of all complaints against officers. Each of the officer's supervisors is notified as well.

**Do you have to complain in person?** We do prefer to talk to you in person as the matter may be a minor misunderstanding, but we will accept a complaint that is submitted in writing if necessary. It will not make any difference in the attention we give it. The investigator may contact you in person.

**I am under 18; do I have the right to commend or complain?** Yes, just bring a parent, guardian or responsible adult with you.

**Will I have to provide a written compliment or complaint?** Yes. We have found it is much easier to investigate a written complaint. If there is a valid reason why you cannot, we will make other arrangements.

**How close will you really investigate?** Very closely! We want to find out where we went wrong. For the same reason, if a person makes a false complaint, we want to find that out and take appropriate legal action.

**Does that mean I could get in trouble for complaining?** We would not and could not bring charges against a person who has acted in good faith.

**Will I be told the outcome of my complaint?** Yes, the Chief of Police will notify you.

**What if I am not satisfied with the results of the investigation?** We sincerely hope that would never happen. If it did, you could contact the City Manager or your representative on the City Council or in some cases, the Riverside County District Attorney or Grand Jury.