INVESTIGATIVE PROCEDURE

Due to the COVID-19 pandemic, in-person complaints are not permitted at this time. Please mail completed Citizen Report forms to: Office of the Chief, Concord Police Department, 1350 Galindo Street, Concord, CA 94520 or e-mail to contactcpd@cityofconcord.org and know that you have the option of remaining anonymous.

If you desire to identify yourself you will be asked to provide the following information:
1. Your name, address, and telephone number;
2. If a specific incident is involved, the date, time, and location of that incident;
3. The names of any possible witnesses and telephone numbers, if available;
4. If the incident involves an arrest, the name, address, and telephone number of the individual arrested, if available;
5. If the incident involves a member of the department, his name, position in the department, and car or badge number, if available;
6. Details of the subject matter which prompted your interest;
7. In some circumstances you may be asked to voluntarily cooperate with a polygraph examination.

A member of the department will be assigned to contact you and an investigator will interview all available witnesses, involved department members, and will examine all relevant documentary and physical evidence.

Each citizen’s report will be examined on its own merit. Should your citizen’s report involve an allegation of improper action by a member or members of this department there are four possible findings which will result from our investigation:
1. Sustained: the investigation disclosed sufficient evidence to clearly prove the allegation;
2. Not sustained: the investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation;
3. Unfounded: the investigation has produced sufficient evidence to prove that the act or acts complained of did not occur as alleged; or
4. Exonerated: the acts which provided the basis for the allegation occurred; however, investigation revealed that the acts were justified, lawful, and proper.

Should the investigation of this Citizen Report indicate improper actions by a member of this department, I will initiate corrective action in accordance with the policies and procedures employed in this department. Such actions may include counseling, retraining, or disciplinary action against the employee.

Citizen Reports are investigated by members of the department specifically assigned by me. As Chief of Police I feel it is my responsibility to review the final report and approve the findings of an investigation. You will be notified upon the completion of the investigation which is initiated by your report.

In Summary...

A Citizen Report assists me in maintaining the quality of law enforcement in the City of Concord and provides means for improvement. They additionally assure the citizen that corrective action is taken if there is misconduct by a member of the Concord Police Department. Further, a thorough and impartial investigation procedure protects police officers from unwarranted accusations.
To the Citizens of the City of Concord:

As your Chief of Police, I am committed to providing the highest quality of law enforcement available. In order to achieve this goal I welcome your comments, suggestions, constructive criticism, and valid complaints regarding actions or inactions by Police Department members or matters of department policy.

As an aid to assist me in this regard, a Citizen Report form has been prepared. Each report received will be thoroughly investigated and I will initiate appropriate corrective action when necessary. You will be informed of the results of the completed investigation.

Any commendation of actions of department employees will result in appropriate recognition.

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If, for any reason, you desire confidentiality in this matter your request will be honored.

Any questions in regards to this form may be directed to (925) 671-3194.

I hope that you will feel free to express yourself on any matter which you feel should be brought to my attention. Each citizen’s report will receive my personal attention as I recognize that the first responsibility of department members is to serve and protect our citizens.

Sincerely,

Mark Bustillos
Chief of Police
City of Concord