



COMPLAINT COMMENDATION FORM FAQ

Q What is the Complaint Commendation Form is used for?

A The Complaint Commendation Form is used for citizens to notify the department of concerns, complaints, or to commend the department or staff as it relates to performance. The information below describes the process once a form is received.

Q What happens when the complaint is received?

A The Supervisor receiving the complaint determines the type of complaint and the conduct involved. First-line Supervisors handle certain types of complaints, while others are investigated by Internal Affairs Unit.

Generally, First-line Supervisors address complaints regarding discourteous service and failure to take appropriate action. As the complainant, you will be contacted in reference to the specifics of your complaint. The First-line Supervisor will attempt to handle this matter at his/her level. Once resolved, a record of the complaint and the action taken is made by the Supervisor and forwarded to the Administration and Support Commander.

More serious complaints, such as excessive force, criminal conduct, corruption, or ethics violations, are forwarded to the Administration and Support Commander assigns a supervisor to investigate the complaint. The Chief of police is made aware of all complaints regardless of its nature.

Q Why doesn't my ticket exist in the system?

A If your ticket was just issued, it is possible it has not been entered in the database yet. Please check back in a day or two, and if you still cannot find it, call the Oakland Housing Authority Police Department dispatch center at (510) 535-3100.

Q What happens after the investigation?

A As the complainant, you will be notified of the final disposition of the investigation, i.e. unfounded, exonerated, not sustained, sustained. Every attempt will be made to explain these findings to you.

Q What happens when a complimentary letter is received?

A All Department and/or staff compliments are forwarded to the Awards Committee for officer recognition. The complimentary letter and/or award will be placed into the officer's/employee's personnel file.

Q What happens when a concern is voiced?

A The concern is brought to the attention of the appropriate Division Commander and addressed accordingly. The person voicing the concern will be notified of the actions taken regarding to their concern. Again, the Chief of Police will be notified of all concerns voiced.



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