

Our goal at the Tustin Police Department is that you will never need to use the information contained in this brochure. We do not want to fail in our continuing efforts to give you the best possible police service. We hope this information has been helpful.

Mission Statement

The Tustin Police Department is committed to a policing model of Community Governance. To that end, the Mission is to work in partnership with other city departments, the residential and business community, and other governmental and non-profit agencies to reduce crime, provide a sense of safety and security and improve the quality of life for those who visit, live, and work in the City of Tustin.



To Contact Us

Phone

(714) 573-3200

FAX

(714) 730-5134

Web Address

<http://www.tustinpd.org>

Tustin Police Department
300 Centennial Way
Tustin, CA 92780

EMERGENCY: 9-1-1



CITY OF TUSTIN POLICE DEPARTMENT

CITIZEN COMPLAINT PROCEDURES

The Tustin Police Department strives to work in partnership with the community we serve. If we fall short of your expectations and a complaint is necessary to address your concerns, I want you to feel confident your complaint will be fully investigated. We take complaints very seriously, as every complaint is an opportunity to identify areas where we can improve.

Every member of the public has the right to make a complaint about the Tustin Police Department or one of its employees without fear of reprisal or harassment. This pamphlet is intended to provide you with the Tustin Police Department's procedure for receiving and investigating complaints.

Charles F. Celano, Jr.
Chief of Police



WILL MY COMPLAINT BE TAKEN SERIOUSLY?

We care about your concerns. If you have a complaint, we want to know about it so we can address your concerns, improve our level of service, and take any necessary action to prevent any future occurrences.

WHO WILL INVESTIGATE MY COMPLAINT?

The employee's immediate supervisor or a supervisor from the Professional Standards Unit will investigate any complaint against an employee.

WILL THE CHIEF OF POLICE HEAR ABOUT MY COMPLAINT?

Yes. Initially, complaints are received by an employee's immediately supervisor. However, the Chief of Police also receives a copy of every complaint made against an employee.

HOW DO I FILE A COMPLAINT?

An initial complaint may be filed over the telephone, in writing, or online through the police department's website. A complaint may also be filed in-person, at the front counter of the Tustin Police Department. During the investigative process, an in-person interview with the investigating supervisor may be required.

CAN A MINOR (PERSON UNDER 18 FILE) FILE A COMPLAINT?

Yes, you are entitled to file a complaint. Please bring a parent, legal guardian, or other responsible adult with you to the police department to file the complaint.

WHAT IS THE INVESTIGATIVE PROCESS?

The police department is always working to improve its level of service. To that end, every complaint is fully investigated. The investigative process gives the police department the opportunity to assess its performance and evaluate areas where improvement may be necessary.

WHAT WILL HAPPEN TO THE EMPLOYEE?

If the employee's actions were criminal, he/she will be treated like any other member of the public who is suspected of a crime. If the employee's actions were not criminal, but improper or a violation of department policy, he/she will be disciplined by the Chief of Police.

HOW WILL I KNOW WHAT HAPPENED AFTER THE INVESTIGATION?

Upon completion of the investigation, you will receive a letter from the Chief of Police regarding the final disposition of your complaint.