

Formal Complaint Procedure

The Del Mar College Police Department is committed to maintaining the highest standards of professionalism, integrity, and accountability in our interactions with the faculty, staff, students, and the community. To ensure we uphold these principles, we have established a formal complaint procedure to address any concerns, criticisms, or instances of misconduct.

We view feedback, including constructive criticism, as an important tool for identifying areas of improvement and rectifying inefficiencies. It is our firm belief that law enforcement can only be effective when there is a strong foundation of trust and confidence between the police and the public. To this end, we encourage you to come forward if you have concerns regarding any actions by our officers or staff.

Resolving Concerns

In many instances, issues can be resolved through direct communication. We encourage you to first attempt to resolve your concern by contacting the supervisor of the employee(s) involved, either through a visit or by telephone. The supervisor will work with you to address the issue and attempt to reach a satisfactory resolution.

However, if you prefer not to resolve the matter through this informal approach, or if the issue remains unresolved, we invite you to formally initiate a complaint through our established procedure.

Complaint Process

To file a formal complaint, please follow the steps outlined below:

1. Review the Complaint Fact Sheet:

Before submitting your complaint, we recommend reading the fact sheet describing our complaint procedure for a comprehensive understanding of the process.

2. Complete the Initial Complaint Notice:

To initiate a formal complaint, you must complete the Initial Complaint Notice, ensuring that you provide all relevant details regarding the incident.

- The notice must be notarized, either by any notary public or at the Del Mar College Police Department during normal business hours (Monday through Friday).
- Once completed, you will be provided with a copy of the Initial Complaint Notice as your receipt of initiating a complaint.

3. Submission and Review:

Upon receipt of the complaint, it will be forwarded to the Chief of Police or their designee for review, and they will make the final determination on the disposition of any filed complaint.

Investigation and Outcome

The Del Mar College Police Department strives to conduct a thorough investigation into all complaints. Typically, investigations are completed within **30 business days**. You will be notified of the outcome or the status of the investigation within **5 business days** from the date of your formal complaint submission. If additional time is needed to complete the investigation, you will receive written notification.

Commitment to Integrity

Please know that we do not condone or tolerate any unethical or unprofessional conduct within our department. If you have any concerns, we will take appropriate corrective actions to address them.

We thank you for taking the time to bring your concerns to our attention and for your continued trust in the Del Mar College Police Department.

Sincerely,



Lauren White
Chief of Police

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