



## CITIZEN COMPLAINT FORM

COMPLAINANT INFORMATION (To be filled in by complainant)			
<b>1. Name of Complainant:</b>		<b>2. Address:</b>	
<b>3. Best Contact Number:</b>		<b>4. Email Address:</b>	
<b>5. Incident Date and Time:</b>		<b>6. Name or Description of Employee Involved:</b>	
<b>7. Name(s) of Witness(es):</b>		<b>8. Witness(es) Contact Number(s):</b>	
<b>9. Department Vehicle Involved (if applicable):</b>		<b>10. Location, County or City of Incident:</b>	
<b>11. Is subject a Peace Officer?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>12. Today's Date:</b>	
<b>13. Supporting documentation?</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please attach.
<b>14. Nature of complaint (check all that apply)</b>			
<input type="checkbox"/> Criminal/Subject Arrested <input type="checkbox"/> Substance Abuse/Drinking on Duty <input type="checkbox"/> Theft/Fraud <input type="checkbox"/> Firearms/Deadly Weapons <input type="checkbox"/> Harassment/Threats <input type="checkbox"/> Retaliation <input type="checkbox"/> Verbal Misconduct: Profane, disruptive, offensive <input type="checkbox"/> Violence/Physical Harm <input type="checkbox"/> Examination Breach/Cheating <input type="checkbox"/> Driving related incident <input type="checkbox"/> Other, please explain		Brief Explanation (Additional space available on page 4):	
<b>15. Manner in which the complaint occurred (check all that apply)</b>			
<input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> Electronic <input type="checkbox"/> Mail <input type="checkbox"/> Other, please explain		Brief Explanation:	



**16. Specify any previous actions you have taken to resolve your complaint.**

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**17. Specify remedy requested by you.**

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I hereby certify that the information stated above is true, correct and complete to the best of my knowledge.

**Signature of Complainant:**

**Date Filed:**

**THE FOLLOWING PERTAINS TO COMPLAINTS AGAINST PEACE OFFICERS ONLY:**

**California Penal Code 148.6.**

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CIVILIANS' COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CIVILIAN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE.

I have read and understand the above statement.

**Signature of Complainant**

**Date**

(Parent Signature for minors under 18 years of age)

**\*FOR PSP STAFF USE ONLY**

Reviewed By:		Date:	
Investigator Assigned? (include date)		Investigator Name:	
Violation of Policy/ Gov't Code?		Violation Information	
Assigned Case Number:		Date Assigned	



## SUMMARY OF CITIZEN COMPLAINT PROCESS

The California Department of Forestry and Fire Protection, (CAL FIRE), is responsible for serving and safeguarding the people and protecting the property and resources of California. CAL FIRE employees are among the most professional firefighting and resource management personnel available. We serve with pride and want the citizens of the State of California to share in that pride. However, as with any large organization, deviation from ideal performance may occur. For this reason, CAL FIRE has a well-defined procedure for assisting citizens who wish to voice a complaint against our operations or our employees' conduct.

A citizen has a right to file a complaint against CAL FIRE or any of its individual members. When a complaint is received, it is forwarded to CAL FIRE's Professional Standards Program (PSP). If appropriate, CAL FIRE will conduct a thorough investigation. All investigations are conducted objectively and are aimed at maintaining public confidence and Department integrity. Upon completion of an investigation, the findings are directed through the appropriate chain of command for impartial review. Per California Penal Code 832.7(e)(1), if the subject of the investigation is a peace officer, CAL FIRE will provide written notification to the complaining party of the disposition of the complaint within 30 days of the disposition.

This process is designed to accomplish three goals: First, to protect the public from inappropriate actions on the part of CAL FIRE employees; second, to protect CAL FIRE personnel from false allegations; and finally, to protect the State and CAL FIRE from public censure because of the misconduct or appearance of misconduct by its personnel.

It is desirable that you contact your local CAL FIRE Unit headquarters office, Equal Employment Office (for EEO-related complaints), or the PSP to initiate your complaint. In order for CAL FIRE to thoroughly investigate any alleged misconduct, CAL FIRE may make contact with the complainant. By following the procedures below, your complaint can be properly and quickly addressed.

- A. Fill out CAL FIRE's AA-95 Citizen Complaint Form. Please provide all the information requested. You may attach additional pages, if necessary.
- B. Please sign and date the form on page 2. If the complaint is filed against a CAL FIRE peace officer, read the California Penal Code 148.6 on page 2, then sign and date a second time.
- C. If you would like to send the AA-95 form to your local Unit/Region, please visit <https://www.fire.ca.gov/resources/cal-fire-contacts/> to reference the appropriate mailing address.
- D. You also have the option to submit the form, along with any additional documentation to the PSP Unit at [PSPinbox@fire.ca.gov](mailto:PSPinbox@fire.ca.gov), or mail it to:

CAL FIRE  
ATTN: PSP Unit  
P.O. Box 944246  
Sacramento, CA 94244-2460

We appreciate your taking the time to assist us in keeping open lines of communication with members of our community. Should any questions arise, we encourage you to contact the Unit Chief at your local CAL FIRE headquarters office, or the PSP at (855) 278-3094.

Professional Standards Program  
California Department of Forestry and Fire Protection



**14. Nature of complaint (continued):**