



Rachel Tolber, Chief of Police  
1270 West Park Ave./P.O. Box 1025  
Redlands, CA 92373

# CITY OF REDLANDS POLICE DEPARTMENT

Dear Community Member:

It my expectation that all department members provide the community we serve with the highest level of policing services at every available opportunity. If you feel that you have not received the level of service that is expected, it is your right to submit a formal complaint to the Office of the Chief of Police. Please utilize the attached Citizen Complaint Form to provide details regarding your complaint. Once complete, please return the form to a supervisory employee of the Department, and you will be provided with a receipted copy for your records. You can also complete this form online and submit it electronically to my office.

Once received, a thorough investigation will be done of all the information contained in your complaint. You may be contacted for additional information by the staff member assigned to investigate the case. Once the investigation is complete and the facts are known, I will personally review the complete report and make a determination regarding the validity and seriousness of the allegation(s). You will be notified in writing of my determination.

It should be noted that this complaint procedure cannot be used to establish your guilt or innocence in any pending criminal proceeding. Although your complaint will be accepted from you, no formal determination will be made while criminal action is pending. Additionally, you cannot utilize this complaint procedure if you disagree with any law, ordinance, or established policy or procedure of the City of Redlands or its Police Department, if the department member who is the subject of your complaint was complying with such law, ordinance, policy or procedure.

Please know that your complaint will be reviewed fairly and impartially; however, if you feel that the nature of your complaint requires further inquiry, you may also contact:

- The Federal Bureau of Investigations – Specifically for cases of violations of civil rights;
- The California State Attorney General;
- The San Bernardino County District Attorney;
- Your personal attorney.

Thank you for taking the time to submit your feedback and allowing us the opportunity to address anything that is determined to require correction. Maintaining a relationship of trust and confidence with the community we serve is a top priority of the Redlands Police Department; communication with you regarding our performance and service allows this relationship to continue.

Sincerely,

Rachel Tolber  
Chief of Police

*Attachment: Citizen Complaint Form*



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# CITY OF REDLANDS POLICE DEPARTMENT

## CITIZEN COMPLAINT FORM

Your name: \_\_\_\_\_

Home address: \_\_\_\_\_

Home phone: \_\_\_\_\_

Work address: \_\_\_\_\_

Work phone: \_\_\_\_\_

Name(s) or badge number(s) involved: \_\_\_\_\_

Date of occurrence: \_\_\_\_\_ Time of occurrence: \_\_\_\_\_

Place of occurrence: \_\_\_\_\_

Names and addresses of all known witnesses:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

### STATEMENT OF ALLEGATION(S)

Describe in your own words what occurred, including all incidents leading up to the matter of your complaint.

**STATEMENT OF ALLEGATION (CONTINUED)**

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 citizens' complaints. You have the 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. Citizen complaints and any reports or findings relating to complaints must be retained by this agency for at least five years.

*I have read and understand the above statement and hereby request an investigation to be initiated by the Chief of Police and state that the above facts are true and correct to the best of my knowledge and belief.*

\_\_\_\_\_

Complainant's signature:

\_\_\_\_\_

Date

Approved (if complainant is a juvenile): \_\_\_\_\_

Date and time complaint received: \_\_\_\_\_

Person receiving complaint: \_\_\_\_\_



This form can be submitted to a supervisory employee at the  
Redlands Police Department, 1270 West Park Avenue;  
by email to [chief@redlandspolice.org](mailto:chief@redlandspolice.org);  
or mailed to  
Redlands Police Department, Office of the Chief  
P.O. Box 1025, Redlands CA 92373