

# Employees of the Cloverdale Police Department

Name and Position	Badge/ID #
Stephen Cramer, Chief of Police	072
Chris Parker, Sergeant	097
Rudy Segobiano, Sergeant	054
David Haas, Patrol	039
John Camara, Patrol / K9	049
Damian Eglesfield, Patrol	075
Jim Strattan, Patrol	086
Rickey Rhodes, Patrol	093
Carlos Nunez, Patrol	095
Beau Gastineau, Patrol	098
Marcos Perez, Patrol	099
Katie Vanoni, Patrol	101
Kevin Burt, Patrol	103
Carlos Gudino, Reserve, Patrol	082
Teresa Hegarty, Community Service/Animal Control	055
Linda Webb, Records/Dispatch Supervisor	069
Tami Lemley, Public Safety Dispatcher	027
Caitlin Jensen, Public Safety Dispatcher	063
Carolyn Peterson, Public Safety Dispatcher	078
Lori Smith, Public Safety Dispatcher	084
Michael Newhall, Public Safety Dispatcher	104
Darlene Arend, Public Safety Dispatcher	105
Margarita Sedeno, Crossing Guard	

# CLOVERDALE POLICE DEPARTMENT



## *Civilian Complaint Instructions*

## *From the Chief of Police*

The Cloverdale Police Department is strictly accountable for its conduct. Police employees are expected to maintain high standards of integrity and ethics that ensure safety in the community and promote mutual respect and trust between the police department and Cloverdale's citizens. There may be an occasion where police employees fall short of this expectation and you have the right to file an informal or formal complaint.

The State of California requires law enforcement agencies to have a process by which a citizen may make a complaint against police department personnel. This pamphlet should assist you in the process.

Civilian complaints and any reports or findings relating to a complaint must be retained by this agency for at least five years . (Penal Code §148.6)

Thank you!

*Chief of Police,  
Stephen Wayne Cramer*

## *About the Complaint Process*

### **WHAT IS A CIVILIAN'S COMPLAINT?**

There are two types of personnel complaints. Informal and formal. The informal complaint is for a minor transgression. The complaint will be handled by the police employee's immediate supervisor.

A formal complaint is the result of a serious transgression and will be handled by the employee's supervisor and brought to the attention of the Chief of Police.

### **WHO CAN MAKE A CIVILIAN'S COMPLAINT?**

A complaint involving a police employee may be made by anyone. However, if the complainant is under the age of 18 years, we require that the complainant be accompanied by an adult, parent and/or guardian.

### **WHAT HAPPENS AFTER A CIVILIAN'S COMPLAINT IS FILED?**

The complaint is received, reviewed and assigned to a supervisor or Chief of Police for further investigation. After examining all of the facts and circumstances, you will be notified by phone or in writing of the disposition of the complaint.

### **WILL A COMPLAINANT BE REQUIRED TO TESTIFY?**

During the investigation, you and any witnesses will be questioned concerning the incident. It is essential to any investigation to ask all pertinent questions and obtain factual information. A complainant does not normally have to testify in any formal hearing and once an investigation is concluded, a disposition will be determined.

### **IS THERE AN APPEAL PROCESS?**

Employees of the Cloverdale Police Department have the right to appeal any discipline recommended or imposed following the conclusion of an investigation. In some cases, the appeal may be heard by an appeals board and you may be required to testify at such a hearing.

### **WHAT HAPPENS IF FALSE COMPLAINT IS FILED?**

We invite citizens to bring their concerns regarding law enforcement practices and services to our attention. However, if anyone alleges that a transgression was committed and reports that to a police department knowing the complaint and/or information is false, that person may be charged with a misdemeanor.

### **WHAT IF A CIVILIAN IS UNSURE ABOUT A COMPLAINT?**

If there is a concern about the activity of a police employee and a citizen is unsure how to proceed, contact an on-duty supervisor who will be able to provide you with the available options. If you have questions, you may call the Cloverdale Police Department at 707-894-2150.



**CLOVERDALE**

City of Cloverdale Police Department  
112 Broad Street  
Cloverdale, CA 95425

Phone: 707-894-2150

Fax: 707-894-5203

Vertical lines for form continuation.

# How to Submit a Complaint

Where can I get a Civilian Complaint Form?

- On the reverse side of this page; or
- [www.cloverdale.net](http://www.cloverdale.net); or
- ask for one at the Police Department

May I submit a letter instead of using the form?

- Absolutely!
- You can also send an email to the Chief of Police at [scramer@ci.cloverdale.ca.us](mailto:scramer@ci.cloverdale.ca.us)

How do I deliver the completed complaint?

- Mail Attn: Chief of Police, Cloverdale Police Department, 112 Broad St., Cloverdale, CA 95425
- Deliver to Cloverdale Police Department at 112 Broad St., open 24 hrs/7 days a week.
- Fax it to 707-894-5203
- Email it to [scramer@ci.cloverdale.ca.us](mailto:scramer@ci.cloverdale.ca.us)

May I make a phone call instead of using the form?

- Certainly. Just call the non-emergency police phone number at 707-894-2150 and ask to speak to the Chief of Police or supervisor.

I have a question about the complaint procedures and process that isn't answered here. What do I do?

- Call the Police department non-emergency line at 707-894-2150

**PLEASE COMPLETE AND SUBMIT**

Date of contact with employee(s): \_\_\_\_\_ Time of contact: \_\_\_\_\_  AM  PM

Location of contact (i.e., address, cross streets, business name, etc): \_\_\_\_\_

Employee name, if known: \_\_\_\_\_ Badge #: \_\_\_\_\_

Employee name, if known: \_\_\_\_\_ Badge #: \_\_\_\_\_

**What initiated your contact with police department employee(s) (select one or more):**

- Report a crime  Traffic stop  Dispatch answered general questions
- Request medical aide  Traffic collision  Animal control
- Pick up / drop off found property  Request records  Water/parks/street after hours issues
- Other, please describe: \_\_\_\_\_

**What would you like to say about the employees' performance or actions? Please use the back side or attach another page if needed.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**INFORMATION AND SIGNATURE REQUIRED**

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: (     )     (     ) Telephone Number: \_\_\_\_\_

It is against the law to make a complaint that you know to be false. If you make a complaint against a police department employee knowing that it is false, you may be prosecuted on a misdemeanor charge. By your signature, you attest that the information contained in this complaint is true, that you have read this statement and understand the penalties for any false information.

Print your name \_\_\_\_\_ Sign your name \_\_\_\_\_ Date \_\_\_\_\_

**DO NOT WRITE BELOW THIS AREA — POLICE DEPARTMENT USE ONLY**

ROUTING INFORMATION

- Reviewed by Chief of Police Date: \_\_\_\_\_
- Reviewed with Employee(s) Date: \_\_\_\_\_
- Copy to Personnel Files Date: \_\_\_\_\_

RECEIVED STAMP

\_\_\_\_\_  
\_\_\_\_\_  
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