

Citizen Complaint Form



**Bay Area Rapid Transit
Police Department**

Bay Area Rapid Transit District
P.O. Box 12688
Oakland, CA 94604-2688



Bay Area Rapid Transit District
P.O. Box 12688
Oakland, CA 94604-2688

Office of Internal Affairs
BART Police Department
800 Madison Street
P.O. Box 12688
Oakland, CA 94604-2688

Place
Stamp
Here

The information in this pamphlet will assist anyone who has occasion to make a complaint regarding a member of the BART Police Department.

To file a complaint, please complete and sign this form and forward to the Office of Internal Affairs.

Citizen Complaints

What is a citizen complaint?

There are two types of citizen complaints: informal and formal.

An informal complaint is an allegation against a police employee which may involve violations of departmental policies, and a citizen wishes to have the complaint addressed informally by a supervisor.

A formal complaint is an allegation of misconduct regarding a police employee for which the citizen wants a thorough review and investigation.

Who can make a complaint?

Anyone; however, if the person making the complaint is under 18, a parent or guardian must be contacted and informed of the complaint.

When and where can a complaint be made?

A complaint can be made at any time, directly to any police supervisor or by calling 510-464-7000 and stating, "I wish to make a complaint against a BART Police Department employee." Your call will be transferred to a commanding or supervisory officer who will take the complaint.

Complaints may also be made directly to the Office of Internal Affairs during normal business hours by phone, mail, or email:

Phone: 510-464-7029
Mail/In Person: Office of Internal Affairs
BART Police Department
800 Madison Street, P.O. Box 12688
Oakland, CA 94604-2688

Or, you may also file a complaint with the Office of the Independent Police Auditor (OIPA) via phone, email, or in person.

Phone: 510-874-7477
Mail/In Person: Office of the Independent
Police Auditor
Bay Area Rapid Transit
300 Lakeside Drive, 14th Flr.
Oakland, CA 94612

What happens after a complaint is filed?

Complaints are received, reviewed and assigned to a supervisor who will contact all witnesses, including officers, examine all evidence and gather all information pertaining to the allegations made in the complaint.

If the complaint is informal and can be resolved to your satisfaction, by the immediate supervisor, you will not need to do anything further.

How long will it take?

A simple investigation might take only a few days to complete, while a complex investigation might take several months.

What happens after the investigation?

The Chief of Police reviews every complaint. If the Chief determines that an employee violated Department policy or procedures, appropriate corrective action will be taken.

At the end of the investigation, you will receive written notification of the Chief's findings. State law prohibits releasing specific details concerning personnel actions.

Name: _____

Address: _____

City: _____ Zip: _____

Phone: _____

Incident Date/Time: _____

Incident Location: _____

Police Case Number: _____

Involved Employee: _____

Witnesses: _____

Details of Incident

(Provide as much information as possible):

Signature: _____

Date: _____