

**CITIZEN COMPLAINT  
AND  
COMMENDATION FORM**



**BAY AREA RAPID TRANSIT  
POLICE DEPARTMENT**

**PLACE  
STAMP  
HERE**

**Office of Internal Affairs  
BART Police Department  
800 Madison Street  
PO Box 12688  
Oakland, CA 94604-2688**

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

**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, their parent or guardian must be contacted and informed of the complaint.

**WHEN CAN A COMPLAINT BY MADE?**

Any time. A complaint can be made 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, and via mail or email:

Phone: 510-464-7029

Mail: Office of Internal Affairs  
BART Police Department  
800 Madison Street, PO Box 12688  
Oakland, CA 94604-2688

Email: ia@bart.gov

**WHAT HAPPENS AFTER I FILE A COMPLAINT?**

Complaints are received, reviewed and assigned to a supervisor for investigation, 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 by the immediate supervisor to your satisfaction, you will not need to do anything further.

**HOW LONG WILL IT TAKE?**

A simple complaint might take only a few days to complete, while a complex complaint might take

several months to investigate. You will be notified by mail every 30 days on the progress of the investigation.

**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.

**COMMENDATIONS**

A commendation may address any event that you deem noteworthy on the part of the police employee. This may range from courtesy or compassion to significant heroic acts.

All commendations are formally documented and the involved police employee notified. A commendation only takes a few minutes to write or communicate, and can go a long way to let the personnel of the BART Police Department know how you feel about them and their service.

**TO FILE A COMPLAINT OR COMMENDATION: COMPLETE AND SIGN THIS FORM AND FORWARD IT THE OFFICE OF INTERNAL AFFAIRS**

NAME: _____	ADDRESS: _____	CITY: _____	ZIP: _____	PHONE: _____
INCIDENT DATE/TIME _____	INCIDENT LOCATION: _____		POLICE CASE #: _____	
INVOLVED EMPLOYEE: _____	WITNESSES: _____			
DETAILS OF THE INCIDENT (PROVIDE AS MUCH INFORMATION AS POSSIBLE): _____				

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_