

ADDITIONAL MATERIAL – May 18, 2026

ITEM 10. AMEND NATIONAL CITY POLICE DEPARTMENT POLICY MANUAL,
CHAPTER 10, POLICY 1010

[Proposed language in italics]

1010.4.1 COMPLAINT FORMS

Personnel complaint forms will be maintained in a clearly visible location in the public area of the police facility and be accessible through the department website. Forms may also be available at other City facilities. *Additionally, the department shall maintain an online complaint form accessible through the department website.*



NATIONAL CITY POLICE DEPARTMENT COMPLAINT OR COMMENDATION PROCEDURE FORM



The National City Police Department acknowledges its responsibility to establish a system of complaint and disciplinary procedures which not only subject its employees to corrective action when their conduct is improper, but also protects them from unwarranted criticism when their duties are discharged properly. It is our purpose to work with the community to provide, fair, and expeditious disposition of complaints about the conduct of our employees. The National City Police Department welcomes constructive criticism of our employees. The National City Police Department welcomes constructive criticism of our organization and valid complaints against its members or procedures as well as positive feedback for exemplary service.

We sincerely hope you will never need to make a complaint about our services. Should you need to, however, you may rest assured that we will objectively investigate your complaint, get to the truth, and take corrective action for any misconduct so as to preserve the public trust. Your complaint and concerns will be given the most serious consideration.

ANSWERS TO COMMON QUESTIONS ABOUT OUR COMPLAINT PROCESS

What if I want to make a complaint? If you believe that a member of the National City Police Department has committed an act of misconduct, you may ask to speak to a supervisor. The supervisor will discuss the matter with you and may be able to resolve the issue immediately and to your satisfaction. This is referred to as an inquiry. You may also choose to file a formal complaint. Certain types of complaints may require they be handled formally.

Where do I go to make a complaint? You may get in touch with a supervisor by calling our 24-hour police dispatch phone number at (619) 336-4411. You may also go directly to the lobby of our Police Facility, located at 1200 National City Blvd. in the City of National City, during normal business hours (Monday thru Friday, 7: 30am until 5: 30pm).

What happens after I file a complaint? If a supervisor handles your complaint informally, the matter will be discussed with the involved employee. The supervisor will provide the employee with correction, guidance or training as necessary. The supervisor may simply explain your position, so that similar instances may be better handled in the future.

If you choose to file a formal complaint, it will be forwarded to the Internal Affairs Unit for processing and assignment. Once your complaint is assigned a tracking number you will receive written confirmation that your complaint has been assigned to an investigator within (7) days. You may be contacted by the investigator for a more detailed interview about your complaint.

Who will investigate my complaint? Complaints are normally assigned to the employee's direct supervisor for investigation. In some circumstances the complaint may be assigned to the Internal Affairs Unit.

What will happen to the involved employee? That depends on what was done and what the circumstances were at the time. If the investigation finds that the employee conduct was improper, the employee may be disciplined.

Will I be told when the investigation is completed? Yes, you will be notified by mail that the investigation has been completed and will be told the disposition.

Written complaints may be submitted on the backside of this form either in person at the National City Police Facility, or by mail to:

National City Police Department
Internal Affairs Unit
1200 National City Blvd.
National City, CA 91950

If you have any additional questions about our complaint process you may contact the Internal Affairs Unit directly at (619) 336-4508.

I hereby verify the facts and circumstances I have detailed above are true and correct to the best of my knowledge. I understand I will be interviewed regarding this complaint. I agree to cooperate fully with the investigation.

NAME (PRINT)

DATE

SIGNATURE OF COMPLAINANT

PARENT OR GUARDIAN SIGNATURE
(IF COMPLAINANT IS UNDER THE AGE OF 18)

Form Center

By [signing in](#) or [creating an account](#), some fields will auto-populate with your information.

Complaint of Police Conduct

[Sign in to Save Progress](#)

* indicates a required field

Investigation/Complaint Form

You have the right to make a complaint against a police officer(s) for any improper police conduct. California Law requires this agency to have a procedure to investigate complaints of community members. You have a right to a written description of this procedure. Following an investigation, this agency may find that there is not enough evidence to warrant action on your complaint. However, even if that is the case, you have the right to make the complaint and to have it investigated if you believe an officer or staff member behaved improperly. Civilian complaints and any reports or findings related to complaints must be retained by this agency for at least five years. Mediation is available as an alternative method to resolve complaints that qualify for mediation. Please check the box under the mediation section on the complaint form to indicate you are interested in mediation to resolve your complaint.

First Name*
Middle Initial
Last Name*

Personal Phone Number*
Work Phone Number:

Address*
City*
Zip Code*

Email Address:

Location of Occurrence/Incident*:
Date*:
Time*:

Incident Number (if available):

Was the complaint a result of*:

- Field Interview
 Arrest
 Traffic Stop
 Other: Explain below
 Investigation
 Citation/Ticket
 Radio Call

Other:

Do you know the name(s), badge number(s), or description of officer(s) involved?

Brief description of the incident*:

Were there any witnesses to the incident? If so, please include their names and contact information:

Do you have any of the following:

- Photographs
 Videos
 Documents
 Citation/Ticket
 Other

Upload Attachments (if any):

No file selected.

Select Language

[Google Translate](#)

Mediation*

Mediation Option – Alternative Complaint Resolution

Mediation is a voluntary, confidential process available for resolving certain complaints about police conduct. It offers an opportunity for the community member and the involved officer to participate in a guided conversation, facilitated by a trained, neutral mediator. The process is designed to promote understanding and accountability, allow both parties to express their perspectives, and offer a path to mutual resolution outside of a formal investigation.

Select Language

 Google Translate

Please note:

Not all complaints qualify for mediation.

If your complaint is eligible, a staff member will contact you with more information.

Would you be open to learning more about mediation if your complaint qualifies?

- Yes, I am open to considering mediation and would like more information.
 No, I am not interested in mediation.

Upload Attachments (if any):

No file selected.

Upload Attachments (if any):

No file selected.

By typing your name below, you hereby affirm that the information you entered is true and complete to the best of your knowledge and belief.*

Procedure

After you submit this form, a representative from the La Mesa PD will contact you to ask for more details on the incident.

The La Mesa PD will review every complaint. The Community Police Oversight Board will determine if an audit by the Independent Police Auditor is necessary. If the auditor conducts an audit, the Oversight Board may make recommendations to the Chief of Police. If the Chief of Police determines that an employee violated department policies or procedures, appropriate corrective action is taken. The Chief of Police's review will also include looking for ways to improve policies, procedures, training, and service.

You will receive written notification of the findings of any formal complaint. The possible findings are:

- Unfounded - The alleged act did not occur.
- Not Sustained - The investigation produced insufficient evidence.
- Exonerated - The alleged act occurred, but was justified.
- Sustained - The accused employee committed all or part of the alleged conduct.

If the complaint is sustained, meaning there was a policy violation, the Chief of Police will determine whether the employee will be disciplined and/or receive additional training. Discipline may include: reprimand, suspension, demotion or termination. State law does not allow the release of the specific action taken against a public safety employee.

Although we cannot guarantee you will be satisfied with the results of the investigation, we do guarantee that your complaint will be investigated thoroughly and fairly.

Receive an email copy of this form.

Email address

This field is not part of the form submission.

Service Complaint Form

INSTRUCTIONS: Please complete this form and describe the incident that led to this complaint, telling what happened from beginning to end. Be as clear and specific as you can be. Describe what aspect(s) of the incident was improper (i.e. your specific complaint), and how it could be resolved to your satisfaction. You will be contacted for additional information.

If you need to file a crime report please contact the Chula Vista Police Department Dispatch Center (619) 691-5151.

1. Your Contact Information

Name	Home Address
<input type="text"/>	<input type="text"/>
City	State
<input type="text"/>	<input type="text"/>
Zip Code	Apartment/Space
<input type="text"/>	<input type="text"/>
Home Phone	Work Phone
<input type="text"/>	<input type="text"/>
Cell Phone	Birthdate
<input type="text"/>	<input type="text"/>
Email Address	
<input type="text"/>	

2. Incident Information

Location of Incident
<input type="text"/>
Date of Incident
<input type="text"/>
Time of Incident
<input type="text"/>
Case/Citation Number
<input type="text"/>

3. Employees Involved

1) Name of Employee	1) Employee Badge Number
<input type="text"/>	<input type="text"/>
2) Name of Employee	2) Employee Badge Number
<input type="text"/>	<input type="text"/>
3) Name of Employee	3) Employee Badge Number
<input type="text"/>	<input type="text"/>
4) Name of Employees	4) Employee Badge Number
<input type="text"/>	<input type="text"/>

4. Please list anyone who witnessed the incident:

	Name	Phone Number
Witness #1	<input type="text"/>	<input type="text"/>
Witness #2	<input type="text"/>	<input type="text"/>
Witness #3	<input type="text"/>	<input type="text"/>
Witness #4	<input type="text"/>	<input type="text"/>

5. Incident Details

Please describe the incident that led to this complaint, telling what happened from beginning to end. Be as clear and specific as you can be. Describe what aspect(s) of the incident was improper (i.e. your specific complaint), and how it could be resolved to your satisfaction.

6. Acknowledgement *

By checking this box, you acknowledge that this form is NOT intended for emergency use or urgent requests. Please ensure that the form is completed in its entirety to allow for proper routing and response.

Incomplete forms may not be processed accurately or may result in delays.

To receive a copy of your submission, please fill out your email address below and submit.

Email Address

I'm not a robot reCAPTCHA

SUBMIT