

## Civilian Complaint Procedure



Department of Alcoholic Beverage

Control 3927 Lennane Drive, Suite 100

Sacramento, CA 95834

### **CIVILIAN COMPLAINT INVESTIGATIVE PROCEDURE**

To thoroughly address your concerns, please include the following information in your complaint:

1. Date, time and location of the incident.
2. The officer's name, badge number, and license plate number (if available).
3. The names of any possible witnesses and phone numbers.
4. Any other items which may be relevant such as copies of citations, photographs, etc.
5. Details of the incident.

ABC has created a complaint form to assist you in providing a thorough complaint. This form is available on the Department's website and is identified as the Civilian Complaint Against Peace Officer form (ABC-91). While it is not necessary to submit an ABC-91 when filing a complaint, it is recommended.

Methods of filing a complaint:

1. You may choose to come to a local ABC office in person to make a complaint.
2. You may contact a local ABC office to file a complaint over the phone.
3. You may contact the Department's Professional Standards Unit at (916) 419-2500 to file a complaint over the phone.
4. You may download the Civilian Complaint Against Peace Officer form (ABC-91) from the Department's website and email a completed form to: **civiliancomplaints@abc.ca.gov**.
5. You may complete the Civilian Complaint Against Peace Officer form (ABC-91) in hard copy and submit to a local ABC office or the Department's Professional Standards Unit. Complaints sent to the Professional Standards Unit can be mailed to:

**DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL  
PROFESSIONAL STANDARDS UNIT  
3927 LENNANE DRIVE, SUITE 100  
SACRAMENTO, CA 95834**

Complaints of misconduct will be thoroughly and objectively investigated by a trained investigator. The Department makes every effort to complete civilian complaint investigations within sixty (60) days. However, not all investigations can be completed within this time frame.

After completion of the investigation, a final determination will be made by the Director based on each alleged act of misconduct. You will be notified by letter at the conclusion of the investigation. When complaints are found to be sustained, the Director determines and administers appropriate corrective and/or disciplinary action.

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A completed investigation may be re-opened if new witnesses or evidence is discovered that bears on the truth of the alleged misconduct, and/or evidence are presented which tends to suggest malfeasance or nonfeasance on the part of the Department in conducting the investigation.

Pursuant to California Penal Code Sections 832.7 and 832.8, peace officer personnel records, including civilian complaint investigations, are confidential.