

****PLEASE RETAIN THIS PAGE FOR YOUR RECORDS****

CASITAS MUNICIPAL WATER DISTRICT

CITIZEN COMPLAINT PROCEDURE

Park Ranger personnel often face an almost impossible task. They must enforce the law in a fair and impartial manner and still protect the rights of all parties involved. They come in contact with people under the most stressful circumstances and yet must remain patient and courteous. They must exercise good judgment at all times, though they are often called upon to make split-second decisions. They see the worst sides of life but still are expected to give only their best. Being only human, they make mistakes and may appear to be conducting themselves improperly.

Casitas Municipal Water District has established rules of conduct for its employees and guidelines for appropriate corrective action when those rules are breached. In addition to providing citizens with a procedure to present their complaints, the system protects Park Rangers from false charges and unwarranted criticism.

A function of Internal Affairs Division is to protect the integrity of the Park Rangers, the District's sworn peace officer staff. Only through citizens' trust and confidence in their enforcement practices is effective law enforcement possible.

The investigation of certain minor allegations is handled at the division level by an employee's immediate supervisor. Serious complaints are investigated through special counsel with the Human Resources Department.

How to Register a Complaint:

While the Park Ranger's division does not actively solicit complaints against its personnel, it encourages any person who believes he or she has a valid complaint to come forward. Only by knowing about internal problems can the Casitas Municipal Water District deal with them properly. You may register a complaint in person, by mail, or phone. If you have a complaint, contact the Human Resources Department whose regular office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. The Human Resources Department is located in the District Office at 1055 Ventura Ave., Oak View CA 93022, (805) 649-2251. Complaints may also be registered with the Park Services Manager at the Lake Casitas Recreation Area, 11311 Santa Ana Road, Ventura 93001 any day of the year.

It is necessary that as much specific information as possible be provided about the incident, including the time and date of the occurrence, location, the employee's name (if you know it), and names of witnesses, if any. Every complaint of misconduct, regardless of its nature, is reviewed for an appropriate level of investigation.

Investigation of Complaints

The Human Resources Department Manager, acting on behalf of the Casitas Municipal Water District, will assign your complaint to a staff investigator or to the appropriate supervisor in the employee's division through the chain of command. A comprehensive investigation will be conducted. Upon completion of the investigation of your complaint, it will be reviewed by the Park Services Manager or her designee, as well as the employee's supervisor. The disposition of your complaint will be determined in one of five ways:

Unfounded The allegation is not supported by the evidence.

Exonerated The incident complained of occurred, but the employee involved acted lawfully and properly.

Not Sustained The investigation did not disclose enough information to either prove or disprove the allegation.

Sustained The allegation is supported by the evidence.

Abated A complaint is deemed to be abated due to lack of merit; the complainant withdraws the complaint or refuses to cooperate with the investigation, and/or there is insufficient evidence or alternative sources of information to pursue the matter further. If the allegation is sustained against the employee, the Water District or a supervisor acting on the Casitas Municipal Water District's behalf will take proper corrective measures. These measure may include additional training, verbal or written reprimand or suspension without pay. In severe cases, the Casitas Municipal Water District may demote an employee or terminate the employee from the District.

Employees are notified promptly of any action taken against them.

CALIFORNIA LAW PROHIBITS THE DISTRICT FROM REPORTING BACK TO YOU THE SPECIFICS OF THE INVESTIGATION OR THE EXTENT OF ANY ACTION, WHICH MAY RESULT FROM YOUR COMPLAINT.

CITIZEN COMPLAINT FORM
PLEASE WRITE LEGIBLE

Complainant's Name: _____

Address: _____ City: _____ Zip: _____

Cell Phone or Preferred Phone: _____

Email address: _____

Witnesses or others involved:

Name: _____ Phone: _____

Name: _____ Phone: _____

Date/time of incident or action:

Location of incident or action:

Was a Park Ranger involved? Yes ____ No ____

Can you identify the Park Ranger? Yes ____ No ____

Badge number and name, if known:

1. Is this complaint alleging racial and/or identity profiling? Yes / No

2. If yes, what specific type of racial or identity profiling do you allege? (check all boxes that apply)

- | | |
|--|--|
| <input type="checkbox"/> Race or Ethnicity (including color) | <input type="checkbox"/> Nationality/National Origin |
| <input type="checkbox"/> Gender | <input type="checkbox"/> Age |
| <input type="checkbox"/> Religion | <input type="checkbox"/> Gender Expression |
| <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Mental Disability |
| <input type="checkbox"/> Physical Disability | |

Please use this form and explain, in your own words the action or inaction that caused this complaint(attach additional pages, if necessary):

IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE.

I HAVE READ AND UNDERSTAND THE ABOVE STATEMENT:

Signature of Complainant

Date

FILING A FALSE COMPLAINT AGAINST A PEACE OFFICER MAY SUBJECT YOU TO CIVIL AND CRIMINAL LIABILITY. If you file a false complaint against a peace officer alleging misconduct, criminal conduct, or incompetence, you may be sued for defamation under Civil Code section 47.5. If your false complaint alleges criminal conduct, you may also be prosecuted under Penal Code section 148.5.

CMWD STAFF ONLY: Received by: _____ ID # _____ DATE: _____