

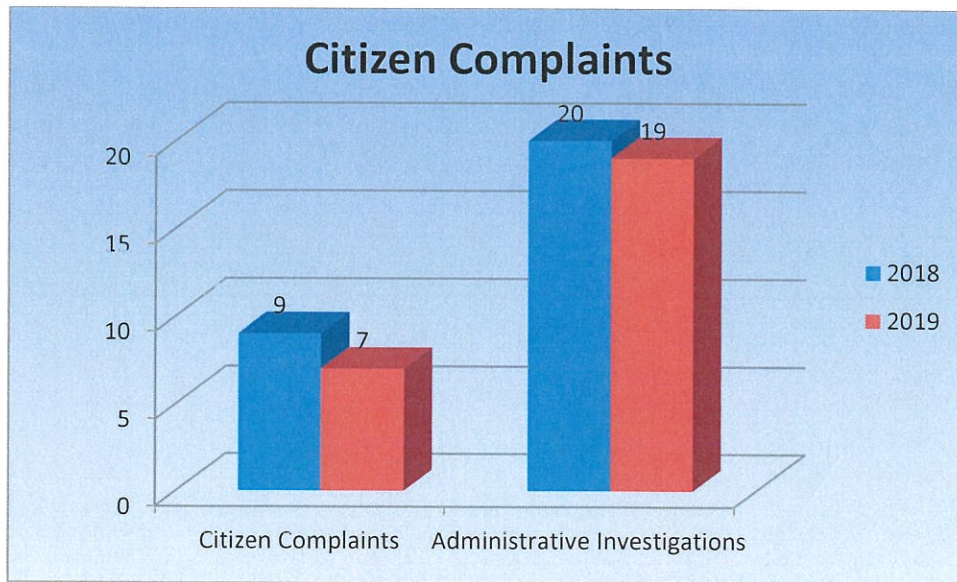
## 2019 Annual Complaint Summary

The Buena Park Police Department considers the Investigations of complaints regarding an employee's actions or our policies to be one of our most important missions. Supervisors who have received specific training in internal affairs investigative procedures investigate all complaints objectively and thoroughly. At the conclusion of the investigation, the findings are provided in writing to the complainant.

Citizen complaints consist of an allegation of misconduct or improper job performance against any police department employee that if true, would constitute a violation of department policy, federal, state or local law. Complaints may be initiated externally by a citizen or internally by a department employee. All complaints received whether in person or anonymously are investigated.

During the calendar year 2019, the Buena Park Police Department initiated and investigated a total of (19) internal and seven (7) external complaints. This is three less than 2018.

The Buena Park Police Department is very proud that its employees attract very few formal complaints. It is and will always be the goal of this department to reduce the number of complaints. Continued training has proven to be the success of this endeavor.



Type of Complaint	2018	2019
Citizen Complaints	9	7
Administrative Investigation	20	19