



# ***Departmental Memorandum***

***Volume 24-23***

To: All Police  
From: Captain Brian Kinney

Katherine Lester, Chief of Police

## **Personnel Complaint Process Update**

**DATE: 7/1/2025**

The purpose of this departmental memorandum is to update the personnel complaint process. This memorandum shall expire upon future publication of a revision of Reference Manual 220.01 (Internal Investigations Manual), last revised on 01-17-2023.

### **NEW SECTION – PERSONNEL COMPLAINT PROCESS UPDATE**

#### **DEFINITIONS:**

1. COMPLAINT – An allegation against any department employee involving a violation of any law, rule, regulation, policy, or other improper job performance.
2. COMPLAINT INTAKE FORM (SPD Form 328) – Form used to initially document all complaints and shall be routed, tracked, and retained by the Internal Affairs Division (IAD).
3. COMPLAINT INTAKE SUPPLEMENT FORM (SPD Form 331) – Documentation of IAD's initial review of a complaint intake form, which includes, but is not limited to, complainant statement, review of reports and logs, preliminary review of pertinent police video, or computer record checks.
4. COMPLAINT INTAKE REVIEW CLASSIFICATIONS – Initial classification rendered by the Office of the Chief (OOC), Special Services captain after reviewing completed Complaint Intake Forms (SPD Form 328) and Complaint Intake Supplement Forms (SPD Form 331).
  - a. COMPLAINT INVESTIGATION – An investigation conducted by the IAD involving an act or omission by any department employee that is in violation of department or city policy, procedure, rules, regulations, or the law, which if proven true, may result in disciplinary action.
  - b. DIVISION REFERRAL – Non-disciplinary incidents referred to an employee's division manager for review.
  - c. CLOSED – NO ACTION – Employee conduct or behavior that does not violate department or city policy, procedure, rules, regulations, or the law and does not require further action.
  - d. FOLLOW-UP REQUEST – Additional information is required to properly classify the intake review.
5. COMPLAINT INVESTIGATION FORM (SPD Form 330) – Form utilized to initiate a complaint investigation and shall be routed, tracked, and retained by the IAD.
6. DISCIPLINARY ACTIONS:
  - a. Letter of reprimand.
  - b. Suspension.
  - c. Withholding in-grade salary increase.
  - d. In-grade salary reduction.
  - e. Demotion.
  - f. Termination.
7. NON-DISCIPLINARY ACTIONS:
  - a. Verbal counseling.
  - b. Documented counseling.
  - c. Employee supplemental training.



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8. DIVISION REFERRAL – Incidents referred to an employee's division manager for review and an outcome determination.
9. DIVISION REFERRAL OUTCOMES – An employee's division manager determination after receiving completed division referral complaint reviews:
  - a. No action.
  - b. Handled at watch level.
  - c. Referred to IAD.

## GENERAL PROCEDURES:

1. All on-duty employees shall accept complaints and document information on a Complaint Intake Form (SPD Form 328). Completed forms shall be routed to:
  - a. Employee's division manager.
  - b. IAD via email ([iaconcerns@pd.cityofsacramento.org](mailto:iaconcerns@pd.cityofsacramento.org)).
2. The Chief of Police or designee has the authority to initiate a complaint investigation without a completed Complaint Intake Supplement Form (SPD Form 331).
3. Complaints received or forwarded by the Office of Public Safety Accountability (OPSA) shall follow the procedures of this memorandum.
  - a. During the complaint intake process, the OOC Special Services captain shall confer and provide justification to the OPSA before an OPSA-received complaint is classified as:
    - i. Division referral.
    - ii. Closed – no action.
4. Complaints referred to the IAD during the complaint intake review classification or division referral process shall be investigated by the IAD in accordance with Reference Manual 220.01 (Internal Investigations Manual), revised 01-17-2023.
5. The complaint review shall be a review of the department employee(s) conduct that are only directly related to the complaint; however, any evidence or indications of personnel misconduct that arise during an investigation shall be thoroughly investigated even if it is not included in the original complaint.
  - a. If misconduct unrelated to the original complaint is located and the conduct is likely to result in Non-Disciplinary Actions, the employee's Division Commander or designee may conduct the investigation.

## PROCESSING COMPLAINT INTAKE FORMS AND INTAKE REVIEW CLASSIFICATIONS:

1. The following Office of the Chief, Special Services personnel shall be responsible for processing and reviewing all completed Complaint Intake Forms (SPD Form 328).
  - a. IAD administrative analyst:
    - i. Assign an IAD case number (preceded by the year received).
  - b. IAD investigator:
    - i. Complete an initial review.
    - ii. Complete a Complaint Intake Supplement Form (SPD Form 331).
  - c. IAD lieutenant:
    - i. Review completed Complaint Intake Forms (SPD Form 328) and Complaint Intake Supplement Forms (SPD Form 331).
    - ii. Forward completed forms to the Special Services captain.
  - d. Special Services captain:



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- i. Review completed Complaint Intake Forms (SPD Form 328) and Complaint Intake Supplement Forms (SPD Form 331).
  - ii. Send a memorandum to the IAD lieutenant, rendering one of the complaint intake review classifications.
2. The IAD shall be responsible for processing the following complaint intake review classifications:
  - a. Complaint investigation:
    - i. Complete a Complaint Investigation Form (SPD Form 330).
    - ii. Notify OPSA.
    - iii. If appropriate, complete an SB2 notification.
    - iv. Assign the case to an IAD investigator for a personnel investigation.
  - b. Division referral:
    - i. Route completed Complaint Intake Form (SPD Form 328) and Complaint Intake Supplement Form (SPD Form 331) to an involved employee's division manager electronically via the department's electronic Blue Team program.
  - c. Closed – no action:
    - i. Via IAPro, document and close case.
  - d. Follow-up request:
    - i. Assign case back to an IAD investigator for additional information necessary for the Special Services captain to classify the case appropriately.

## **PROCESSING DIVISION REFERRALS:**

1. Every effort shall be made to review all division referral complaints within 30 days of receipt by an employee's division manager.
2. Via Blue Team, division managers shall receive and review Complaint Intake Forms (SPD Form 328) and Complaint Intake Supplement Forms (SPD Form 331) of employees assigned to their division and complete the following:
  - a. Assign a supervisor or manager to review division referral complaints.
  - b. Ensure reviewing supervisors and managers complete an appropriate review of assigned division referral complaints.
  - c. Via Blue Team, provide a division referral outcome and route to the IAD.
  - d. Notify the involved employee and provide the nature of the division referral complaint.
  - e. If applicable, ensure appropriate employee documentation is completed (e.g., department watch file entry, verbal or documented counseling, or supplemental training).
3. Division managers shall be authorized to assign division referral complaints to supervisors or managers, who shall be responsible for the following:
  - a. Conduct reviews of assigned division referral complaints.
  - b. Via Blue Team, provide a summary of materials reviewed.
  - c. In person, provide a recommended division referral outcome to the assigning division manager.
4. The IAD shall be responsible for the following:
  - a. Receive and process division referral outcomes received from an employee's division manager.
  - b. Every two weeks, provide each division manager reminders of open division referral complaints.
  - c. Monthly, provide each division manager with a list of open division referral complaints.