

Your comments are important to us

Thank you for taking a moment to comment on the quality of service you have received from the members of the Delano Police Department. We value your input and strive to provide the best quality service to our community.

Our goal is to provide a level of service that is second to none. This Department's motto, "Serving Our Community" is reflective of our true desire to make the City of Delano a safe place to live, work, play and visit.

Oftentimes, citizens are never given an opportunity to recognize a staff member who has provided a service to them, and my goal is that you are given that opportunity. Each member of this Department takes pride in providing factual information when information is sought from us. We also take pride in making sure that when you depart our Police building, you feel that you received a level of service that you would be happy to share with others. However, we are human and do make mistakes sometimes. In these rare instances, we would consider it an honor to be able to correct our mistakes. If you feel that you have not received a level of service that would allow you to share your feelings with others, please, ask to speak with the on-duty supervisor so we can attempt to resolve the matter.

Warm regards,

Robert Nevarez
Chief of Police

Your Contact Information

It is very important that we have correct and accurate information should we need to contact you regarding your comment on this service brochure. Please take a moment and complete the information listed below:

Your Name: _____

Residence Address: _____

Business Address: _____

Residence Telephone #: _____

Business Telephone #: _____

Witness (If applicable):
Name: _____

Residence Address: _____

Residence Telephone #: _____

Business Telephone #: _____

Additional Contacts (Please list names and telephone #'s):

Did we not meet your expectations?

It is the policy of the Delano Police Department to accept complaints against staff members. You may use this form to submit a complaint against any Police Department staff member.

Routinely, what a person may perceive as a complaint is nothing more than a misunderstanding of our policies and procedures. You are encouraged to speak with the on-duty Watch Commander if you have any questions, or if you are unsure if you have a complaint or need clarification on a department policy or procedure.

Routinely, all complaints are properly investigated within 30 days, however, there may be rare occasions that some investigations may take longer. Should an investigation be conducted as a result of your complaint, you may be contacted if additional information is required.

Upon conclusion of your complaint, you will be notified in writing as to the findings, which will either be exonerated, sustained, not sustained, or unfounded. You are not entitled to know what action, if any, was taken against an officer.

You may receive a copy of our complaint procedure by either requesting a copy in-person, or you may have one mailed to you. Written requests for a copy of our complaint procedure can be mailed to:

Chief Robert Nevarez
Delano Police Department
2330 High Street
P.O. Box 218
Delano, California 93216-0218

Or by calling (661) 721-3377

You should also know, all complaints are forwarded to the Chief of Police for review and action as appropriate. A copy of your complaint will be mailed to you.

Comment Form

Please provide a brief description of the circumstances regarding your comment/complaint (Attach additional sheet if required). You may provide this completed form to a Delano Police Department supervisor or, mail it to:

Chief of Police, 2330 High Street, P.O. Box 218, Delano, CA. 93216.



Signature of person making comments

Date

Signature of person receiving comments

Date

www.cityofdelano.org