



CALIFORNIA HIGHWAY PATROL

HPM10.4



Citizens' Complaint Investigations



DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

CITIZENS' COMPLAINT INVESTIGATIONS

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FOREWORD

The purpose of this manual is to establish policy and provide departmental supervisors and managers with clear guidelines for accepting, investigating, reporting, and processing citizens' complaints.

The objective of this publication is to ensure that citizens' complaints are accepted and investigated in a uniform manner department-wide. The importance of an unbiased, thorough, and objective system for investigating the complaints of the public cannot be overemphasized.

OFFICE OF THE COMMISSIONER

OPI: 031

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