

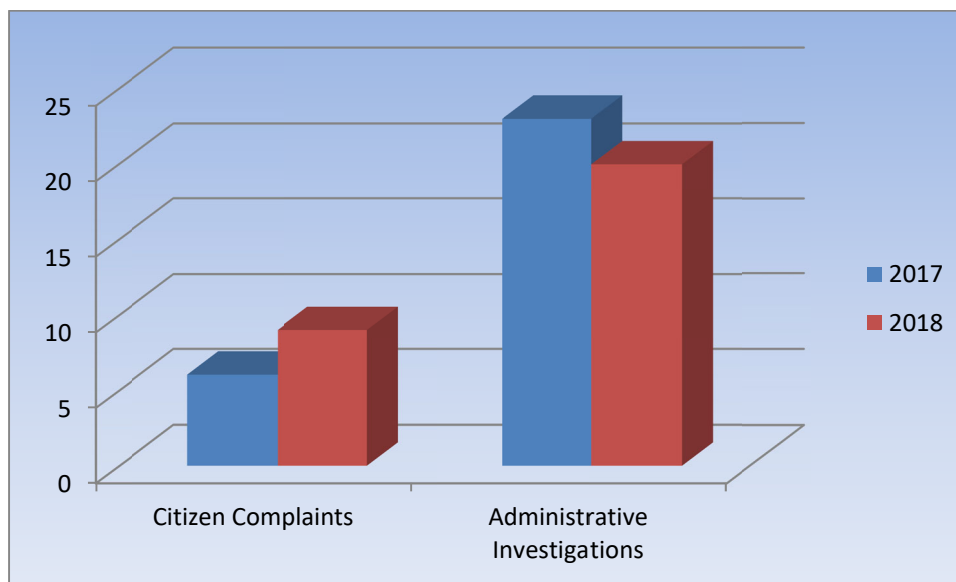
## 2018 ANNUAL COMPLAINT SUMMARY

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 leading to an administrative investigation. All complaints received whether in person or anonymously are investigated.

During the 2018 calendar year, the Buena Park Police Department initiated a total of nine (9) external complaint investigations and twenty (20) internal administrative investigations.

The Buena Park Police Department is very proud that its employees attract very few formal complaints. On a four year average, eight (8) external complaints per year are received and investigated by the department. In 2018 we investigated the same overall number of complaints as in 2017. It is, and will always be, the goal of this department to reduce the number of complaints and administrative investigations. Continued training has proven to be the success of this endeavor.



Type of Complaint	2017	2018
Citizen Complaints	6	9
Administrative Investigation	23	20