THE COMPLAINT PROCESS

Any member of the community who is dissatisfied with university police services or believes they have witnessed or been a victim of police misconduct can file a complaint.

Complaints may be filed:

- In person at the department located in the Police Services Building at: 425 La Moree Rd.
- By telephone at (760) 750-4567
- Or online at: csusm.edu/police/commend an officer/complaint

In order to appropriately respond to any complaint, it is necessary that adequate information be provided. It is requested that a Complaint Form be completed and submitted. This will allow for a thorough and complete evaluation of the complaint and permit the department to respond appropriately. A Complaint Form can be downloaded from our website or located at the Police Services Building. The Complaint Form is also available for completion and submittal on line at:

csusm.edu/police/commend an officer/complaint

When completing this complaint form, please provide as much detailed information as possible. Please include the names and telephone numbers of all involved par-ties.

Once submitted, a complaint form will be sent to the Chief of Police who will assign the complaint to the appropriate manager for follow up. This would include the appropriate lieutenant for any law enforcement related issues, or to the appropriate civilian manager for complaints involving PACS or Emergency Management personnel. You will receive confirmation from the assigned manager that the complaint has been received, and contacted if further detail or follow up is required. Regardless, all complaints are taken seriously and will be thoroughly investigated.

Generally, complaint investigations are required to be completed within 30 days. If requested, you may receive notice that the investigation is complete, however, per California law, the specific action(s) taken as a result of the investigation are not typically releasable. Complaints, and any associated reports are retained for the designated retention period as mandated by law and/or CSU Chancellor's Office retention schedules.

Thank you for bringing this matter to our attention.

University Police Department
Cal State San Marcos
Community Complaint Report Form

Mail to: Chief of Police
University Police Department
Cal State San Marcos
333 S. Twin Oaks Valley Rd.
San Marcos, CA 92096

Name (First, Middle, Last)		Home Phone	Business Phone
Address (Street, City, Zip)			
Witness name	Witness Address		Witness Phone
Employee involved (Name, Badge #, or Description)			Date and Time of Occurrence
Location of Occurrence			

Description of events: (Please attach additional pages as needed)

You have the right to make a complaint against a police officer for any improper police conduct. California law requires this agency to have a procedure to investigate complaints. You have the right to a written description of this procedure. This agency may find after the investigation that there is not enough evidence to warrant action on your complaint. Even if that is the case you have the right to make the complaint and have it investigated if you believe that an officer behaved improperly. Community complaints and any reports or findings must be retained for at least five years.

University Police Department

Cal State San Marcos Mission Statement

The Mission of the Cal State San Marcos Police Department is:

To protect our campus community above all else;

To practice community policing through maximum involvement with our campus community;

To control and prevent crime proactively and innovatively;

To provide responsive and professional service at all times.

University Police Department is located at:

425 La Moree Road

San Marcos, CA 92078

Our mailing address is:

333 S. Twin Oaks Valley Road

San Marcos, CA 92096

Complaint QR code - English

Complaint QR code - Spanish

University Police Department

Community Complaint Form