



## Citizen's Complaint Process for Complaints against District Rangers

The Midpeninsula Regional Open Space District is committed to providing the highest quality of service and takes concerns and complaints about the service delivered by our Rangers very seriously.

The Midpeninsula Regional Open Space District believes that a relationship of confidence and trust with the public is essential to effective law enforcement and management of District lands. Rangers must be free to exercise their best judgment and to initiate law enforcement action in a reasonable, lawful and impartial manner without fear of reprisal. Rangers also have a special obligation to respect meticulously the rights of all persons.

The District acknowledges its responsibility per Penal Code 832.5, to establish a system of complaint and disciplinary procedures which will subject Rangers to corrective action when they conduct themselves improperly. To this end, the District welcomes constructive criticism of District operations and valid complaints against its members and procedures.

Every person has the right to lodge a complaint against either the District, or any individual member employed by the District. Complaints of misconduct will be accepted and recorded on a "Citizen's Complaint," form. This form is available at the District's administrative office and at the District's field offices. You may also request that the form be mailed or emailed to you.

You may also place a complaint in person at the District's administration office. The District employee receiving the complaint will ask you to provide some basic information. You will be contacted by a supervisor to provide more detailed information so the complaint may be investigated. The complaint will then be investigated in a timely, professional manner.

The investigation consists of taking formal statements from all persons concerned and the gathering and preservation of any physical evidence or other information related to the complaint. Each allegation is examined on its own merits in an objective manner.

The Chief Ranger will examine the results of the investigation and will determine the appropriate course of action. You will be informed in writing about the results of the investigation.

Please be advised that persons who knowingly make a false accusation may be liable to civil and/or criminal recourse.

If you have any questions about the District's procedures for the investigation of citizen's complaints, against District Rangers please contact the District's Chief Ranger.

Midpeninsula Regional Open Space District  
Administration Office  
330 Distel Circle  
Los Altos, CA 94022  
650-691-1200