



Frequently Asked Questions Police Complaint Policy and Complaint Form

What is the purpose of the complaint policy and complaint form?

On June 27, 2012, the District's Board of Education approved a complaint and report process which enables any member of the public to report an incident that pertains to the conduct of the Oakland School Police Department*. The form may be used to provide positive feedback, negative feedback, misconduct or violations of law. It can also be used to offer criticism and recommendations regarding policies, or to report any activities or conditions requiring an investigation, attention, or reform.

Where can I find the complaint form?

Complaint forms can be picked up in the main office of any school throughout the District. If you don't see a form at the office, be sure to ask someone. You may also pick up a copy at the OUSD Administration Building (1025 Second Avenue, Room 316, Oakland, CA 94606) or at the Oakland School Police Headquarters (1011 Union Street, Oakland, CA 94607). The form is also available to download from the District's website at www.ousd.k12.ca.us.

Where do I turn in the form?

Once you get the Complaint form, you must fill it out completely to the best of your ability. The form should be filed within 120 days of the alleged misconduct for timely review of the facts, including interviewing witnesses. Complaint forms may be submitted by mail, email or in person to the District Ombudsperson or the Chief of Police.

District Ombudsperson
1025 Second Avenue, Rm. 316
Oakland, CA 94606
Phone: (510) 273-3243
Fax: (510) 273-3251
gabriel.valenzuela@ousd.k12.ca.us

Chief of Police
1011 Union Street
Oakland, CA 94607
Phone: (510) 874-7777
Fax: (510) 874-7787
police@ousd.k12.ca.us

Can I file an anonymous complaint?

Yes. But if you provide no contact information, there will be no way to inform you of the results of the investigation.

* The Police Complaint Policy and Form were approved by the Board of Education after consultation and the active participation of the Black Organizing Project, Public Counsel and the ACLU.

Will I be retaliated against if I make a complaint against an officer?

No. No officer or employee of the Police Department or the District will retaliate against, intimidate, harass, or threaten any person making a complaint against the Department or against any individual. Any officer or employee found to have retaliated against, intimidated, threatened or harassed any person attempting to make or who has made a complaint will be disciplined to the full extent of the law.

How long will it take to process my complaint?

You should receive a written response within 45 days letting you know either the result of the investigation or the status including how much longer it might take. It should not take longer than 240 days. If you have questions about the status of your complaint, contact the Ombudsperson or the Chief of Police directly.

If I am not happy with the results of my complaint, what should I do?

You have the right to appeal the decision. Write a letter to the Superintendent within 60 days of receiving the decision. In your letter, you should try to explain why you think the decision was wrong and what you would like the Superintendent to do to fix it. Attach the decision and any materials to support your case. The Superintendent has 60 days to give you a written response to your appeal.

If you still disagree with the decision after the Superintendent responds, you can bring it to the Oakland Unified School Board of Education by writing a letter and sending it to the Board President within 60 days. You should again explain why you think the decision was wrong and what you want the Board to do and attach any materials in support of your position. The Board has 60 days to respond to your appeal in writing.

What if the situation happened longer than 120 days ago? Do I have a right to do anything?

You can still file your complaint but the school district has the discretion as to whether to investigate it if it is filed more than 120 after the situation happened.

You can also contact an attorney to discuss your concerns, which is something you can do in any situation where you have a concern about police misconduct.