

California State Parks

Course Syllabus

COURSE: Citizens' Complaint Investigation Process Overview

DATE: Wednesday, June 26, 2019

LENGTH: 8 hours (0800-1700 hours with 1-hour lunch break)

LOCATION: Orange Coast District Office, Training Room
3030 Avenida Del Presidente, San Clemente, CA 92672

LESSON: This course is intended to familiarize students with the Department's Citizens' Complaint Investigation processes, including complaint acceptance, investigation, documentation, and file retention. It will provide an overview of relevant laws and policies; review procedures, forms, and documentation formats; and discuss responsibilities for investigation, review, approval, and retention of a citizens' complaint.

PERFORMANCE OBJECTIVE:

At the conclusion of this training, the student will:

- a) Be able to determine when to initiate a citizens' complaint.
- b) Be able to competently use the Citizens' Complaint Handbook as a resource to properly accept and initiate a citizens' complaint investigation.
- c) Be acquainted with citizens' complaints investigative and documentation requirements.

MATERIALS:

- a) DPR Citizens' Complaint Handbook will be provided
- b) Bring a laptop/tablet for work processing if possible

PRESENTATION FORMAT:

- a) Lecture
- b) Interactive discussion