



**TOWN OF LOS GATOS
COUNCIL AGENDA REPORT**

MEETING DATE: 10/18/2022

ITEM NO: 10

DESK ITEM

DATE: October 18, 2022
TO: Mayor and Town Council
FROM: Gabrielle Whelan, Town Attorney
SUBJECT: Receive an Annual Report Regarding the Independent Police Auditor Function

REMARKS:

The following information is provided in response to questions from Council Members since the posting of the staff report.

How many complaints were submitted in writing (as opposed to verbally) over the past year, why a public agency might opt not to require written complaints, and what the common practice is in other public agencies.

All but two complaints were submitted in writing. One individual asked to make two complaints verbally and that those verbal complaints be transcribed by Town staff.

In order to insure adequate review of complaints, it is useful to have the complaints in written form. The Town could adopt a policy to provide transcription services in certain circumstances. For instance, if a complainant has a disability or cannot write in English, Town staff could provide transcription services.

In Santa Clara County, we have located three agencies that allow verbal complaints and one agency that requires that complaints be submitted in written form.

Reviewed by: Town Manager, Assistant Town Manager, Town Attorney, Police Chief, and Interim Finance Director