



# TOWN OF LOS GATOS

OFFICE OF THE TOWN MANAGER

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CIVIC CENTER  
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LOS GATOS, CA 95031

September 13, 2013

Honorable Brian C. Walsh, Presiding Judge  
Santa Clara County Superior Court  
191 North First Street  
San Jose, CA 95113

**FILED**

SEP 18 2013

DAVID H. YAMASAKI  
Chief Executive Officer/Clerk,  
Superior Court of CA County of Santa Clara  
BY STEPHANIE WONG

Dear Honorable Brian C. Walsh:

On June 24, 2013, the 2012-2013 Santa Clara County Civil Grand Jury issued its final report regarding **Law Enforcement Public Complaint Procedures** to the Town of Los Gatos. In the report, there were two applicable findings and recommendations (7 and 8). The Town of Los Gatos agrees with the findings and recommendations (7 and 8) detailed in the Santa Clara County Grand Jury Civil Report.

Finding 7

The Los Gatos/Monte Sereno Police Department does not make all complaint materials available on-line, but are freely available in hard copy form in the lobby of Police Headquarters.

Recommendation 7

The Los Gatos/Monte Sereno Police Department should make complaint materials available on-line and also be freely available in hard copy form in the lobbies of both facilities.

**Agree. The recommendation has been implemented.**

The Town of Los Gatos has created a Citizen Complaint/Commendation Procedure brochure and updated its Citizen Complaint form. Citizen Complaint/Commendation Procedure brochures and updated Citizen Complaint forms are available on-line through the Town's website. Brochures and citizen complaint forms are now available, located in the lobbies of Police Headquarters and the Police Operations Building.

Finding 8

The Los Gatos Police Department complaint materials are only available in English.

Recommendation 8

The Los Gatos/Monte Sereno Police Department should make multilingual complaint materials available on-line and also freely available in hard copy form in the lobbies of both facilities.



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Grand Jury report regarding Law Enforcement Public Complaint Procedures

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**Agree. The recommendation has been implemented.**

The Town of Los Gatos has made its complaint materials multilingual by translating its Citizen Complaint/Commendation Procedures brochure and Citizen Complaint form to Spanish. The materials have been reviewed by a professional translator. Citizen Complaint/Commendation Procedure brochures and Citizen Complaint forms are now available on-line, in Spanish, through the Town's website. Brochures and citizen complaint forms are now available in Spanish, located in the lobbies of Police Headquarters and the Police Operations Building.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Larson', with a long horizontal flourish extending to the right.

GREG LARSON

Town Manager

GL:jj

cc: Town Council  
Pamela Jacobs, Assistant Town Manager  
Scott Seaman, Chief of Police