

**Concordia University  
Department of Campus Safety  
Mission Statement**

**“The Department of  
Campus Safety, in  
partnership and active  
engagement with the  
community it serves, is  
committed to supporting the  
mission of Concordia  
University, Irvine by  
facilitating a safe  
educational environment as  
well as promoting a culture of  
safety and preparedness”**

# 24-hour Dispatch



**(949) 214-3000**

**Emergency dial 9-1-1**



*Department of Campus Safety*

## **CITIZEN COMPLAINT PROCESS**

Department of Campus Safety  
1530 Concordia West  
Irvine, California 92612-3299  
Administration 103

24-hour Dispatch: **(949) 214-3000**

Email: [campussafety@cui.edu](mailto:campussafety@cui.edu)

## MESSAGE FROM THE DIRECTOR

The Concordia University Department of Campus Safety is committed to creating and maintaining a safe, secure and enjoyable learning, working and living environment for all University community members and visitors. We strive to provide fair, courteous, responsive and efficient service equally to all people.

Therefore, it is the policy of the Department of Campus Safety to accept and thoroughly investigate all complaints of alleged misconduct by any member of this Department. The complaint process has two goals: to correct improper employee behavior and to protect the employee from unwarranted criticism when their actions were justified.

This pamphlet provides you with the necessary information to file a personnel complaint. You can be assured your complaint will be given our full and complete attention.

Raul Morales  
Director of Campus Safety

## SUMMARY OF COMPLAINT PROCESS

After your complaint has been filed, it will be immediately brought to the attention of the Director of Campus Safety for review. All available witnesses will be contacted and any physical or other relevant evidence including records, reports, recordings and computer data will be collected and reviewed.

The final disposition of the complaint will be determined by the Director, who will administer the appropriate action when necessary.

After the investigation is completed and the Director has made his final decision, you will be notified.

### **Frequently Asked Questions**

#### **How do I file a complaint?**

We would prefer to talk with you about your complaint in person. You can schedule an appointment with the Director by calling 949-214-3007. However, complaints will be accepted by mail or telephone.

#### **Who can make a complaint?**

Anyone can file a complaint if they feel a Campus Safety employee has acted improperly.

## FREQUENTLY ASKED QUESTIONS

#### **What will happen to the employee?**

That will depend on the results of the investigation. If the employee is found to have acted inappropriately, corrective and/or disciplinary action will be taken. If they acted properly, no action will be taken and the matter will be considered closed.

#### **Will I find out the results of the investigation and action taken?**

You will be notified of the disposition of the investigation. However, the action taken against the employee is confidential and will not be disclosed.

#### **To whom should the complaint be reported?**

Complaints may be filed in person, by telephone or by mail with the Director of Campus Safety.

**Raul Morales**

**Concordia University Irvine**

**1530 Concordia West**

**Irvine, CA 92612**

**949-214-3007**