



The Hercules Police Department welcomes your questions, feedback, and complaints as part of our commitment to community policing and engagement.

As part of our commitment to openness, you will find a listing of our staff and volunteers on our website and you can access that via this link:

[Staff Listing and Contact Information](#)

The Police Department has a formal policy as required by State Law regarding the investigation and resolution of complaints and takes our commitment to address complaints seriously and recognize it goes a long-way to enhancing trust. If you have a complaint, you can submit that via our website using the following link:

[On-Line Complaint & Comment Form](#)

If you are interested in learning more about how we handle complaints, the section of the Police Department Policy Manual on Personnel Complaints can be accessed here:

[Complaint Process](#)

Alternatively, you can access and print out a form which you can drop off or mail in and that form is available here:

[Complaint & Comment Form](#)

You can also reach out to Chief Bill Imboden via telephone at (510) 799-8260 or via e-mail at Wimboden@ci.hercules.ca.us.

If for any reason whatsoever, you have a complaint and are not comfortable with sharing that with the Police Department, there are two other avenues for you to utilize. You can contact the City's Human Resources Office and Jasmine Washington at (510) 799-8214 or JWashington@ci.hercules.ca.us; or, you may contact City Manager David Biggs at (510) 799-8216 or via e-mail at dbiggs@ci.hercules.ca.us

Starting in March 2021, the City will be conducting an annual Town Hall meeting at which it will share information on the Police Department and the prior calendar year, including information of the number of complaints received.