



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No.: 4990
Date Issued: June 1, 1996
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APPROVED: 
Chairperson, Law Enforcement Users Subcommittee

APPROVED: 
General Manager, SCCECC

SUBJECT: CIVIL DISPUTES/DISTURBANCES

A civil complaint pertains to the rights of individuals and to legal proceedings connected with these rights. Non-payment of money, contract disputes, refunds from a business or motel, dispute of ownership of property, landlord/tenant disputes are examples of a civil complaint. These problems are not of a criminal nature and cannot be solved by a peace officer. Although a peace officer may not be able to solve these problems, the officer may be able to keep the peace or answer questions for the citizens involved.

Occasionally a disturbance will ensue due to a civil dispute between two or more parties. Ascertain the following from the reporting party, initiate a dispatch incident, and dispatch an officer.

- ◆ Location of the disturbance
- ◆ Type of disturbance (verbal/physical)
- ◆ Number of parties involved/descriptions of persons
- ◆ Weapons involved

When the civil dispute does not involve any type of disturbance and the citizen requests officer contact, prioritize the call and send an appropriate unit.

Do not give personal advise to a caller regarding a civil complaint. Refer the caller to the Civil Division of the County Sheriff's Office to help answer any questions.