

<b>CITIZEN COMPLAINTS INVOLVING DEPARTMENT PERSONNEL</b>		<b>GO-099</b>
<b>Effective:</b> 01-11-1988	<b>Revised:</b> 03-13-90, 05-01-95, 06-30-02, 01-10-19	<b>Page 1 of 2</b>
<b>Reviewed:</b> Written directives are reviewed at least once during the five year period of accreditation.	<b>Special Instructions:</b>	
	<b>References:</b> Standards Manual 25.1	

- I. **PURPOSE** - To establish the policy for situation involving complaints issued by citizens against department personnel.
- II. **METHOD** - From time to time we will face the unfortunate occurrence of citizens lodging complaints against departmental personnel. Some of these complaints will be unjustified and some will be justified. Citizen complaints are never to be taken lightly. It will be the policy of this department that all citizens wishing to make a complaint will be afforded the utmost courtesy.
  - A. Citizen complaints will be taken by the shift supervisor in charge of the shift at which time the complaint is filed. He/she will complete a Personnel Complaint Form (BPD #36-11) which includes but is not necessarily limited to:
    1. Date and time the complaint is received.
    2. Name address and phone number of the complainant.
    3. Name, ID number and assignment of the member(s) against whom the complaint is filed.
    4. The nature of the complaint or allegations.
    5. Date, time and location of the alleged incident.
    6. The names and addresses of any and/or all witnesses.
    7. The reporting supervisor's comments/observations as to the complainant's physical and emotional demeanor as well as visible marks and injuries (if related to the complaint) and any indications or drug or alcohol use.
  - B. At times, because of circumstances, a Division Commander or the Chief of Police may take a personnel complaint directly.
  - C. If the nature of the complaint is minor, and if agreeable with the complainant, an effort to resolve the complaint at the shift level will be made by the shift supervisor.

- D. Examples of minor complaints include, but are not necessarily limited to, officer tardiness, rudeness and insubordination.
- E. In all cases where the complaint is of a serious nature, the matter will, as soon as possible, be brought to the attention of a Division Commander who will notify the Chief of Police.
- F. All complaints of a serious nature will be directed to the Chief of Police for an internal investigation. Serious complaints include, but are not necessarily limited to, allegations of corruption, brutality, death or serious injury, civil rights violations, malfeasance of office and criminal misconduct.
- G. Upon the completion of the Personnel Complaint Form, the complainant will be requested to sign the form. Whether or not the citizen signs the form, or even if the citizen declines to give his/her name, a copy of the completed form will be forwarded to the involved members supervisor who was in charge at the time of the alleged incident (if other than reporting supervisor) and the original will be forwarded to the appropriate Division Commander. Should the complainant refuse to furnish his/her name or decline to sign the form, the fact will be duly noted on the form.
- H. The Chief of Police shall investigate or cause to be investigated all personnel complaints, using departmental or other personnel, as he/she deems appropriate to the complaint. The complainant shall be advised that the appropriate action is being pursued when the allegations are founded. The complainant will also be notified when and if the matter is being handled administratively as per section 50-a of the Civil Rights Law.
- I. This policy has the intended effect of not only exonerating wrongfully accused members, but also of maintaining departmental stature and integrity by identifying those members who are performing at a less than acceptable level.

This Order is to be used in conjunction with all relevant existing departmental orders, rules and regulations.

Approved by:



Chief of Police