

Complaint Process

The Professional Standards Unit will review the complaint and may determine there is no need for further investigation, determine there is need for further investigation by the employee's immediate supervisor, or there is need for further investigation by an investigator within the Professional Standards Unit. You will receive notification of the determination made by the Professional Standards Unit.

Professional Standards Unit Investigators will ensure that a thorough investigation of your complaint is conducted. Just as citizens who are arrested must be told the charges against them, a police employee must be given a copy of the complaint before any disciplinary action is taken. When the investigation is completed, you will be notified of the results and action taken.

The person assigned investigative responsibility for the complaint will assemble appropriate witness interviews, documentation, and evidence into an investigative packet for review by the employee's supervisory chain of command. The Department strives to complete the investigative process within thirty workdays and the review process within five workdays. However; workload, staffing, and the complexity of the investigation may adversely impact these goals.

If the complaint is *sustained* (proven true) the employee will receive appropriate discipline and/or training. The Department employs progressive disciplinary measures that include: (Documented) oral counseling, written reprimand, suspension, demotion, and indefinite suspension. Where evidence tends to support a finding of improper action that may have been based upon faulty policy or training, the result may be *policy or training failure* and training or policy amendment may result in lieu of disciplinary measures. In the event the complaint is not supported by sufficient evidence it will be *not sustained*. If the complaint is proven false or not factual it will be *unfounded*. If the incident complained of occurred as reported but the employee's actions were lawful and proper the disposition will be *exonerated*.

At the conclusion of the review process you will be notified in writing of the disposition of the complaint.

