

Summary of our Department's General Order regarding complaints:

1. **Misconduct Complaints:** Complaints or information alleging misconduct by officers of the Department will be accepted by telephone, e-mail, standard mail, or in-person. Complaints may be filed by anyone who has experienced or witnessed police misconduct, or by any person having knowledge of police misconduct. The Department recognizes that illegal/undocumented immigrants have the same rights as citizens in the complaint process; Department personnel are prohibited from asking any questions regarding immigration status and will not notify federal immigration authorities merely in response to an inquiry or filed complaint.
2. **Telephone Complaints:** Officers who receive a misconduct complaint shall direct the caller to the Shift Commander. The Shift Commander shall, prior to the end of his/her shift, review the complaint and determine if it should be handled at his/her level, or be referred to the Chief's Office. The Shift Commander shall complete a report detailing the facts and circumstances of the complaint along with the resultant finding, if applicable. For alleged misconduct of a more serious nature, the Shift Commander shall immediately notify the Chief of Police.
3. **Mail Complaints:** Misconduct complaints received via mail shall be forwarded to the Chief of Police for review and assignment. The Chief of Police may assign the complaint to a supervisory officer.
4. **In-Person Complaints:** Officers who encounter a citizen wishing to make a complaint should direct the complainant to the Shift Commander. The Department will accept a written statement from any person wishing to make a complaint. There is no requirement for the complainant to use a Department form or sign a sworn statement in order for the complaint to be accepted. The Shift Commander shall review the complaint and determine if the complaint should be handled at his/her level, or be referred to the Chief of Police. The Shift Commander shall complete a report detailing the facts and circumstances of the complaint and submit same to the Chief of Police.
5. **E-Mail Complaints:** E-mail(s) alleging a misconduct complaint shall be forwarded to the Shift Commander.
6. **Anonymous and Third Party Complaints:** The Department accepts anonymous or third party complaints and will investigate every complaint alleging criminal misconduct. All other anonymous complaints shall be evaluated on a case-by-case basis and investigated to the degree anonymity affords.
7. All complaints will follow the procedures as set forth below. *(Exceptions are anonymous complaints where the Shift Commander will fill in the known information on the appropriate department form and forward as required.)*
8. Persons who wish to file a formal complaint against any member of this department shall immediately be directed to the Office of the Shift Commander or Acting Shift Commander.
9. Should the complainant, after speaking with the Shift Commander, and being advised of the complaint procedure, insist on filing his complaint personally with a higher authority, the Shift Commander shall make appropriate arrangements to refer the complainant to that higher authority.

10. Following a discussion as to the substance of the complaint, the Shift Commander shall furnish the complainant with a single blank copy of the [Citizen Complaint Form](#).
11. After the complainant has completed the form to the extent possible, the Shift Commander shall review the contents for legibility. If a word is not legible, the Shift Commander shall inquire of the complainant and print the proper word directly above the complainant's written or typed word.
12. In those instances where a complainant has alleged the use of excessive force on the part of a department member, the Shift Commander shall carefully note the presence of any unusual marks, bruises or abrasions on the person of the complainant. He shall record all such injuries by the use of color photography.
13. After reviewing all of the available material pertaining to the complainant, the Shift Commander shall indicate the name of the member who is under investigation together with his rank and current assignment in the space provided.
14. Following a final review of those portions of the Citizen Complaint Form for which he/she is responsible, the Shift Commander shall forward the complaint, either in person, by e-mail or by sealed envelope, to the Chief of Police. If the Chief of Police is not on duty, the complaint will be placed in a sealed envelope and deposited in the door mail slot of the Commander of Staff Services.
15. The department will maintain a record of all complaints against the department or its employees. This records activity is a function of Internal Affairs component and is an exception to the personnel records and the central complaint file to the extent that the investigative work product will be filed separately and under the control of the Chief of Police.
16. In order to maintain confidentiality, records pertaining to Internal Affairs investigations shall be properly secured by the individuals responsible for the Internal Affairs function.
17. After a complainant has contacted the department about an alleged violation, the department will respond in writing to the complainant that the complaint has been received and an internal investigation will be initiated. This responsibility will rest with the Chief of Police or his designated subordinate.
18. If needed the Chief of Police or his designee shall provide the complainant with periodic status reports pertaining to the progress of the investigation.
19. At the completion of the investigation and after a finding has been determined, the department will fully advise the complainant of the decision and any subsequent action resulting from the investigation. This responsibility will rest with the Chief of Police or his designee.