

902 Administrative Investigations

902.2.3 EXTERNALLY INITIATED COMPLAINTS

Under the Meet and Confer Agreement, the Office of Police Oversight (OPO) is a non-exclusive location for accepting administrative complaints of alleged officer misconduct from the public.

- (a) The following is a list of the most common avenues for initiation of written and verbal external complaints:
 - 1. Complaint made directly to any department employee or supervisor, either in person, by mail or via phone.
 - 2. Complaint made through the OPO.
 - 3. Complaint made directly to IA.
- (b) All external complaints must meet the following documentation requirements and be processed accordingly:
 - 1. Written complaints
 - (a) Complaints may be submitted from citizens outside the Department.
 - (b) Complaint letters received by any member of the Department (other than IA) shall be emailed, faxed, or personally delivered to IA.
 - 2. Verbal complaints (in person or by telephone)
 - (a) Civilian employees receiving an alleged minor nature complaint against an officer should refer the citizen directly to the OPO.
 - (b) Sworn employees receiving an alleged minor ~~nature~~ policy violation complaint against an officer should request a supervisor to respond to the scene. Complaints of minor policy violations may include, but are not limited to, tobacco use, operation of police vehicles, equipment violations, and language use. If a supervisor is not available, or if the complainant is not able to wait for a supervisor, the officer shall obtain the citizen's contact information and forward it to a supervisor. The supervisor ~~may~~ shall handle the complaint as outlined in the Initial Supervisor Responsibility section.
 - 3. Complaints of a serious nature require the immediate notification of an available supervisor. Employees shall make the required notification regardless of their personal opinions about the credibility of the allegations. Serious complaints must be initially investigated by the rank of sergeant or above.