

1020 CITIZEN COMPLAINTS

1020.1 PURPOSE AND SCOPE

This policy provides guidelines for reporting, investigation and disposition of complaints regarding service provided by this department and the conduct of employees. Except where otherwise provided, this policy shall apply to all members of this department

1020.1.1 POLICY

This department takes seriously all citizen complaints regarding service provided by this department and the conduct of its officers. The Department will accept and address all complaints of officer misconduct.

It is also the policy of this department to ensure that the community can report officer misconduct without concern for reprisal or retaliation.

1020.2 AVAILABILITY AND ACCEPTANCE OF COMPLAINTS

1020.2.1 AVAILABILITY OF CITIZEN COMPLAINT FORMS

Citizen Complaint Forms will be maintained in a clearly visible location in the public lobby and on the Columbia Police Department website.

1020.2.3 ACCEPTANCE OF COMPLAINTS

All citizen complaints will be courteously accepted by any member and promptly given to the appropriate supervisor. Written complaints shall be forwarded to the officer's supervisor. If a supervisor is not immediately available to take a verbal complaint, the receiving employee shall obtain contact information sufficient for the supervisor to contact the complainant.

Although not required, complainants should be encouraged to file complaints in person so that proper identification, signatures, photographs or physical evidence may be obtained as necessary.

The following should be considered before taking a complaint:

1. If the complainant is intoxicated to the point where his/her credibility appears to be unreliable, identifying information should be obtained and the person should be provided with a personnel complaint form to be completed and submitted at a later time. However, if an intoxicated person insists on filing a complaint, the complaint shall be taken and properly processed.
2. Depending on the urgency and seriousness of the allegations involved, complaints from juveniles should generally be taken only with parents or guardians present and after the parents or guardians have been informed of the circumstances prompting the complaint.

1020.11 RESIGNATIONS/RETIREMENTS PRIOR TO DISCIPLINE

In the event that an employee tenders a written retirement or resignation prior to the imposition of discipline, it shall be noted in the investigation file.

The tender of a retirement or resignation by itself shall not serve as grounds for closing any pending investigation or discipline.