


<p style="text-align: center;"><b>STRATFORD POLICE DEPARTMENT</b></p> 	TYPE OF DIRECTIVE: <b>POLICY and PROCEDURES</b>	UPDATED: 08-03-2017
	TITLE: <b>Civilian Complaint Procedure</b>	<b>No.</b>
	ISSUING AUTHORITY: <b>Chief Joseph McNeil</b>	ISSUED:
	REFERENCE ATTACHMENTS:	REVIEW DATE: <b>ANNUALLY</b>

**POLICY:**

It shall be the policy of the Stratford Police Department to accept complaints against its members and fully investigate all such complaints to the appropriate disposition with all parties being notified of the findings.

**PURPOSE:**

The purpose of this policy is to provide a system to receive process and investigate citizen complaints alleging abuse of authority, corruption, criminality, poor or slow service, and other offenses made against any member of the Stratford Police Department.

**DEFINITIONS:**

**Complaint:** An allegation of employee

**Complainant:** Any person who files a complaint regarding misconduct or malfeasance on the part of an agency employee.

**Complaint Control Number:** A unique numerical or alpha numeric code used to identify and track citizen complaint allegations.

**Discipline:** Action taken by an agency against any employee as the result of a sustained internal affairs investigation including but not limited to a written reprimand, suspension, demotion or dismissal.

**Employee:** Any person employed by an agency either sworn or non-sworn.

**Internal Affairs Division or Unit:** The designated unit, division or person(s) with the primary responsibility to conduct investigations of administrative or citizen complaints or misconduct or malfeasance.

**Malfeasance:** Illegal or dishonest activity, especially by a public official.

**Misconduct:** Any act or omission by an employee that is illegal or which violates established policy.

**Supervisor:** Those holding the rank of Sergeant or higher.

## **PROCEDURE:**

Members of the department shall encourage all persons to bring forward legitimate grievances regarding inadequate service or misconduct by members of the department, and those complaints shall be received courteously and processed without delay. Department members shall assist in the expeditious and impartial processing of citizen complaints in accordance with this policy.

Complaints may be accepted in writing, verbally, in person, by mail, telephone (TDD), facsimile and electronically or by any means. Anonymous and third party complaints will be accepted.

The citizen complaint form SPD CCF-91-1 will be utilized when a citizen desires to make a formal complaint with regard to police conduct or services.

Complaints received in excess of sixty (60) days after the incident shall not be accepted for investigation. A report of the incident shall be forwarded to the Chief of Police.

Complaints filed in excess of sixty (60) days after the disposition of court proceedings will not be accepted for investigation. A report will be completed and forwarded to the Chief of Police.

Informal complaints, that is, complaints that are resolved at the shift commander's level, shall be documented as follows:

- The shift commander will make every effort to resolve the matter and satisfy the complainant's grievance, if so; the shift Commander shall document his actions on a memo.
- The Officer involved shall be required to sign this memo and it will be placed into the Officers personnel file. This memo may be removed from the Officer's file in accordance with union contract language.
- In the event that the complaint is not resolved at the shift commander's level, and the filing of a formal complaint is required, the following procedure should be followed, and form SPD form CCF-91-1 completed as indicated.
- The Commander receiving the complaint shall advise the complainant that he or she must complete a Citizens Complaint Form SPD form CCF-91-1. This form may be completed at headquarters or the complainant may take the form and return it when it is completed.

Upon accepting a completed form the Commanding Officer will:

- Ensure that the form is properly completed.
- Ensure that SPD form CCF-91-1 is subscribed and sworn to by the complainant.
- Inform the complainant that he or she will be contacted by either the Chief of Police or his representative.
- A copy of the Citizen Complaint form shall be given to the complainant at the time of the complaint acceptance.

The Chief of Police shall determine the nature and sensitivity of the complaint and assign the investigator accordingly. The Chief of Police or his designee shall assure that all complaints received are processed and investigated in a timely and appropriate manner.