

La Plata Police Department – General Order

	Title: Complaint Procedures		Order #: 634	
	Effective Date: November 20, 2014	Review Date:		
	Original Issue :			
<input checked="" type="checkbox"/> New		<input type="checkbox"/> Amends <input type="checkbox"/> Rescinds		
Approved by: Chief Carl Schinner			CALEA 5 th Edition	
CALEA Standard:			Pages: 2	

01 POLICY: It is the policy of the La Plata Police Department to investigate all complaints against the agency and its employees.

02 PURPOSE: The purpose of this Order is to set forth guidelines for a fair and impartial complaint process. It is further the purpose of this Order to work in concert with Order 635-Internal Affairs.

03 DEFINITIONS:

A. Administrative Review: A document review of an incident or occurrence prepared by or for the Chief of Police or his/her designee. The review should indicate whether policy, training, equipment or disciplinary issues should be addressed.

B. Complaint: An allegation of misconduct, inappropriate performance, or violation of any law, Departmental policy, procedure or directive that is made against any employee of the Department.

C. Investigation: A detailed inquiry or systematic examination of an incident or occurrence prepared by or for the Chief of Police or his/her designee

NOTE: Inquiries relating to clarification of laws, procedures and police practices that are general in nature need not be recorded on the Complaint Form.

04 RECEIVING INQUIRIES AND COMPLAINTS:

- A.** Investigative responsibility shall be assigned based on the following criteria:
1. Complaints of corruption, brutality, inappropriate level of force, breach of civil rights, untruthful statements, criminal conduct or other violations of a serious nature will be investigated by the Internal Affairs Unit.

2. Complaints of misconduct of a minor nature, such as allegations of rudeness, tardiness, etc., will be investigated at the direction of the employee’s Division Commander.

B. All complaints, including those received alleging improper or inappropriate acts by individual employees, are to be recorded on the Complaint Form (LPPD Form #634).

C. When a citizen comes into Headquarters, has contact with a supervisor in the community, or calls the station and the complaint fits within the reportable realm as described in this Order, the on-duty Shift Supervisor shall ensure that a Complaint Form is filled out.

1. The front page (page 1) of the Complaint Form may be filled out by the complaining party or the Shift Supervisor.

2. The back of the Complaint Form (page 2) shall be filled out by the Shift Supervisor.

05 ADMINISTRATIVE REVIEWS:

A. An Administrative Review of an incident or occurrence may be set in motion by the following:

1. A citizen’s complaint;
2. Fellow employee;
3. On-duty Shift Supervisor;
4. Division Commanders; and,
5. Chief of Police.

- B.** All documents related to the incident or occurrence will be reviewed to see if there was any of the following:
 - 1. Policy deficiencies;
 - 2. Training issue;
 - 3. Equipment issue or failure; and/or
 - 4. Disciplinary issue.

- C.** Shift Supervisors may inquire about the incident or occurrence with the involved officer(s). However, during an Administrative Review, officers shall not be compelled to write statements. The Shift Supervisor shall prepare, on their officer's behalf, a Memorandum of Fact.

- D.** If during the Administrative Review a policy deficiency, training or equipment issue is discovered, it shall be brought to the attention of the appropriate Division Commander for correction.

- E.** If during the Administrative Review a disciplinary issue is discovered, the following shall be done:
 - 1. A disciplinary action is discovered of Category I or II as defined in Order 402-Disciplinary Action that does not require a written statement from the officer, may be handled through the finished Administrative Review.

 - 2. A disciplinary action is discovered of Category III or IV as defined in Order 402-Disciplinary Action shall be forwarded to the Chief of Police for possible reassignment and action.

06 INVESTIGATIONS: See Order 635-Internal Affairs.

07 COMPLAINT FORM MANAGEMENT: See Order 635-Internal Affairs.