



Complaints

EFFECTIVE 7/2024 (ADDENDUM A)

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1. POLICY

- A. All alleged violations of department policy shall be thoroughly and impartially investigated to ensure the integrity of the Department, while protecting the rights of members to a fair and expeditious process. The Department will investigate all complaints, including anonymous complaints, against its members in a manner that will best reveal the facts, preserve the dignity of all persons involved, and maintain the confidentiality of the investigation.

2. GENERAL CONSIDERATIONS

- A. SRPD will accept all written or verbal complaints of employee misconduct, whether from an internal or external source.
- B. External complaints are those allegations made by anyone other than a Department employee and it is both advantageous and necessary to document all such complaints.
- C. Members will make every effort to facilitate the convenient, courteous, and prompt receipt and processing of an external complaint and not attempt to discourage, interfere, or delay an individual from registering a complaint.
- Any supervisor of the Department may accept an external complaint.
 - Any member who is approached by an individual wishing to register a complaint will inform any on-duty supervisor.
 - If the on duty supervisor is not the supervisor of the affected employee, they will notify the affected employee's supervisor as soon as operationally practical of the complaint.
 - A member who receives a telephone complaint at a time when a supervisor is not available will document the complainant's name, address, phone number, and general description of the complaint that will permit a supervisor to contact the complainant and conduct a follow-up investigation.
 - A member who receives an item of written correspondence determined to be a complain will forward it to PSB.
- D. A BlueTeam entry will be completed in all cases in which a citizen desires to make a formal allegation reference a police contact or quality of police service.

3. PROCEDURES

A. Receiving Complaints

- 1) Complaints may be received either in person, in written form, electronically or telephonically.
- 2) Employees may recommend the complainant document their complaint in writing by completing the Citizen Complaint form; however, persons not wishing to complete the form will still be allowed to formalize their complaint verbally.
 - a) Per ARS-38-1120, if the complainant is making a complaint verbally the employee will read out loud the mandatory notice on the citizen complaint form to the complainant and document it.
- 3) Supervisory and command personnel will attempt to resolve minor incidents or inquiries upon receipt.
 - a) When information of this nature is received by telephone or in person and the explanation or means of clarification satisfies the citizen, the matter may be considered resolved. All other incidents will be reported in BlueTeam.
- 4) All complaints regarding Department employees or policy will be documented in BlueTeam and the initial entry must be generated before the end of shift. Supervisors should finalize the BlueTeam entry and forward it through the chain of command as soon as operationally practical but no later than the end of the work week.
- 5) Supervisory or command personnel who are advised of a complaint or allegation involving either of the following will immediately bring it to the attention of the Chief of Police through the chain of command:



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- a) Any criminal offense
- b) Administrative infractions that could result in the employee's suspension, demotion, or termination

B. Jurisdiction of Complaint Investigation

- 1) Upon receiving a complaint, the employee's supervisor has the investigative responsibility. A supervisor shall notify their lieutenant or bureau manager to coordinate with PSB to determine who will conduct the investigation.
- 2) The lieutenant or bureau manager will ensure appropriate and thorough investigations of all misconduct allegations are conducted.
 - a) Complaints that constitute serious misconduct shall be forwarded to PSB for review and determination of investigative jurisdiction.
 - Officer involved shootings and conduct resulting in an employee being listed or accused of criminal acts will be investigated by PSB.
 - Complex investigations, allegations where if sustained would likely result in termination, demotion, or a suspension, or politically sensitive incidents will typically be investigated by PSB.
 - In some cases, it may be beneficial for personnel concerns and timeliness of the investigation to call out PSB to the original scene.
 - b) Complaints that constitute minor policy infractions may be investigated by the involved employee's supervisor; however, incidents involving a pattern of multiple infractions, personnel from other bureaus, or investigations involving several personnel may be referred to PSB for investigation.
 - c) Complaints that constitute an inquiry about Department policy may be investigated by the involved employee's supervisor.
- 3) A copy of the complaint will be forwarded to PSB at the time the complaint is taken.

C. Complaint Investigation

- 1) When a supervisor becomes aware of an allegation of misconduct, the supervisor will make all reasonable effort to contact the complainant to conduct an interview.
 - a) A summary of the interview will be documented.
- 2) The involved employee's division commander will review the complaint and communicate with PSB to determine whether to have the supervisor or PSB conduct the investigation.
- 3) The Office of the Chief will determine one of the following actions:
 - a) Continue the employee on duty pending the conclusion of the investigation.
 - b) Re-assignment to administrative duties.
 - c) Suspend the employee with pay pending the conclusion of the investigation.
 - d) Determine if department-issued equipment should be seized.
- 4) If an investigation is to be conducted by the employee's supervisor, the supervisor will contact the complainant and advise the complainant of the investigative process and the expected duration of the investigation.
 - a) If the complaint was made in person and it was not a serious misconduct complaint, the complainant may be advised of the process at that time.



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- 5) The investigating supervisor will conduct a thorough investigation into the allegation according to O.O. 3.19 Misconduct Investigation.
- 6) After conclusion of the investigation and/or disciplinary/appeal process (if applicable), the complainant will be notified utilizing the PSB Findings Letter.
 - a) Within the letter one of the following paragraphs will be utilized:
 - *The focus of this investigation centered on the allegation Employee/Officer XXX (a description of the allegation/s). It was determined the allegation is unfounded, meaning there was no misconduct involved on the part of the employee.*
 - *The focus of this investigation centered on the allegation Employee/Officer XXX (a description of the allegation/s). The allegation remains unresolved, meaning there was not sufficient information to prove or disprove the alleged misconduct occurred.*
 - *The focus of this investigation centered on the allegation Employee/Officer XXX (a description of the allegation/s). It was determined the allegation is sustained, meaning there was sufficient evidence to support that inappropriate conduct occurred. Appropriate discipline will be administered in accordance to Administrative and Department policy.*