

Police Department Manual (PDP)

PDP 203–01: Inquiries against ASU Police Department Personnel

Effective: 9/1/1963

Revised: 11/01/2025

Purpose

To provide guidelines for filing inquiries and commendations about ASU Police Department personnel

Source

ASU Police Department

Policy

The Police Department at Arizona State University is an Internationally Accredited Law Enforcement Agency and takes great pride in the services we provide to the ASU community, which includes students, faculty, staff, and visitors. Consistent with its mission serving the ASU community, the Police Department welcomes feedback from those whom it serves, whether that feedback be laudatory, critical, or raises concerns, including allegations of wrongdoing or poor service by any member of the department. Every inquiry, even those made anonymously, will be investigated, and in cases where the inquirer is listed, a final disposition will be shared.

Procedure

Inquiries, even those made anonymously, can be made to the Police Department in a variety of ways. Written inquiries may be submitted by mail addressed to ASU Police Department, P.O. Box 871812, Tempe, AZ 85287-1812, or by email to asupolice@asu.edu. Individuals may also submit inquiries in person at the ASUPD Tempe campus location at 325 E. Apache Blvd., Tempe, AZ 85281-1812, or by calling 480-965-3456.

Anyone wishing to raise a concern regarding the conduct of an ASU Police Department (ASU PD) staff member should first ask to speak directly with the member’s immediate supervisor. Assistance from another supervisor may be given if the member’s immediate supervisor is unavailable. The supervisor will first attempt to resolve the concern informally. If the inquirer is not satisfied with the informal resolution or wishes to initiate a formal inquiry, the inquirer will be asked to submit a written account of the events giving rise to their concern. The supervisor will document all events for the inquirer if he or she is unable to submit a written account.

Upon receipt of an inquiry, the ASU PD staff member’s supervisor will conduct an investigation and notify the inquirer of the disposition.

Note: Inquiries against ASU PD employees may also be submitted to the Public Safety Advisory Committee (PSAC) and forwarded to the Police Department.

Responsibility	Action
Petitioner	1. Speak to the staff member’s immediate supervisor.

Supervisor	2. Attempt to resolve the matter informally. Communicate the result to the inquiry.
	If the inquiry cannot be resolved informally:
Petitioner	3. Submit a written inquiry to the immediate supervisor.
Department	4. Will conduct an investigation and take appropriate action. 5. Notify the petitioner of the outcome.

Cross-References

For information on the Public Safety Advisory Committee, see [PDP 202-04](#), “Public Safety Advisory Committee.” For related information see the *Staff Personnel Policies and Procedures Manual*:

1. [SPP 801](#), “Employee Conduct and Work Rules”

and

2. [SPP 809](#), “Discipline.”