



# Colorado Springs Police Department

## General Order

### 1828 Employee Grievances

#### Section 1800 – Personnel Functions

Effective Date: 7/19/2021

Supersedes Date: 4/20/2013

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## **.01 Purpose**

The purpose of this directive is to provide prompt resolution of employee complaints through an established complaint resolution policy and procedure.

## **.02 Cross Reference**

[GO 600 Complaints and Internal Investigations](#)

[DL-600-01 Complaints & Internal Investigations Procedures](#)

[Civilian Policies and Procedures Manual](#)

[Sworn Policies and Procedures Manual](#)

## **.03 Discussion**

This directive has been designed to define specific internal procedures related to complaints that are unique to the Colorado Springs Police Department (CSPD). Complaints requiring investigation will be investigated in accordance with applicable directives.

## **.04 Policy**

It is the goal of the CSPD to provide prompt resolution to employee complaints. A formal complaint may be filed relating to an act, omission, or situation involving the interpretation and misapplication of written or verbal policy, procedure, or established practice.

Complaints alleging illegal discrimination, harassment, and retaliation will be investigated.

Complaints involving personnel matters or policy violations not related to what is described above will be investigated.

CSPD will not tolerate retaliation against any employee for filing a complaint or for providing information related to a complaint.

## **.05 Definitions**

*Discrimination:* Unlawful employment actions based on an employee's or applicants race, color, national origin, ancestry, sex, age, pregnancy status, religion, creed, disability, sexual orientation, spousal or civil union status, genetic information, veteran status, or any other status protected by applicable law.

*Harassment:* Unlawful acts of intimidation, threats, inappropriate comments, or related actions and behaviors which target an employee or applicant because of his or her race, color, national origin, ancestry, sex, age, pregnancy status, religion, creed, disability, sexual orientation, spousal or civil union status, genetic information, veteran status, or any other status protected by applicable law.

*Sexual Harassment:* Unlawful conduct such as unwelcome sexual advances, requests for sexual favors, verbal or physical conduct of a sexual nature or any other unwelcome verbal or physical conduct based on a person's sex.

*Retaliation:* Unlawful conduct against any employee or applicant who opposes acts of unlawful discrimination, harassment, or retaliation or participates in any manner in an investigation, proceeding, or hearing by a federal or state agency charged with enforcement of such laws.

## **.10 Coordination**

The Human Resources Section will be responsible for the coordination of complaint procedures as listed in sections .20 and .25 of this directive with the appropriate chain of command and/or internal affairs.

## **.20 Submitting a Formal Complaint**

Regular, full-time or part-time employees, except for those in their original probationary period may file a formal complaint related to an act, omission, or situation involving the interpretation and misapplication of written or verbal policy, procedure, or established practice.

Prior to initiating a formal complaint, the employee should discuss the alleged acts or action with their immediate supervisor. If the employee is uncomfortable bringing the issue to their supervisor, they should contact the next level of supervision, or consult with the CSPD Human Resources Section. If a resolution is not reached, the employee may file a formal complaint. The employee will need to complete a Complaint Resolution Form (CRF). This form can be obtained from CSPD human resources.

Formal complaints related to an act, omission, or situation involving the interpretation and misapplication of written or verbal policy, procedure or established practice must be filed no

later than 15 working days from the date of the alleged act or action, or the date the employee became aware of the alleged action or action, or from the date the supervisor responded to the employee's inquiry.

Formal complaints related to an act, omission, or situation involving the interpretation and misapplication of written or verbal policy, procedure or established practice will be fully investigated by a party designated by the chief, unless the chief is involved in, or is the subject of the complaint. Summary results of this type of investigation will be provided in writing to the complaining employee within 30 working days from receipt of the formal complaint.

## **.22 Appeal**

If an employee is not satisfied with action taken as a result of this investigation, the employee may appeal the decision to the next level in the chain of command or that person's equivalent and another chain. The appeal must be in writing and filed within five calendar days of receiving written notification of the decision. The appeal process will follow the guidelines in the sworn and civilian policies and procedure manual.

## **.25 Submitting a Formal Complaint Related to Discrimination, Harassment and Retaliation**

Any employee can file a formal complaint alleging illegal discrimination, harassment, and retaliation. An employee who believes he or she has been subjected to actions or behaviors that are forms of unlawful discrimination, harassment, or retaliation may discuss the incident with the appropriate level supervisor/manager in their division or with the CSPD Human Resources Section. If an employee chooses to use an informal resolution process with a supervisor/manager, the complaint will still be reported to the Human Resources Section.

Formal complaints filed alleging illegal discrimination, harassment, or retaliation will be investigated.

## **.30 Complaint Records**

Formal complaints as describe in .20 and .25 of this directive will be maintained in The Human Resources Section and in IAPro. These records are confidential and access is limited. Access to the files must be authorized by the chief of police.