



Community College of Rhode Island Campus Police Department

**Knight Campus, Warwick - Flanagan Campus, Lincoln – Liston Campus,
Providence - Newport County Campus, Newport, Rhode Island**

ORDER	EFFECTIVE DATE	NUMBER	ISSUING DATE
GENERAL	14 January 2025	130.01	26 February 2019
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INTERNAL COMPLAINT INVESTIGATIONS		ADMINISTRATION	
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INTERNAL COMPLAINT INVESTIGATIONS

I. PURPOSE

The purpose of this policy is to establish guidelines and procedures for addressing complaints of misconduct involving Community College of Rhode Island College Police Department personnel.

II. POLICY

It is the policy of the Community College of Rhode Island Campus Police Department that employees shall not commit acts or omit any acts which constitute a violation of any of the rules, regulations, directives or procedures of the department, whether stated in this general order or elsewhere.

As such, it shall be the policy of the Community College of Rhode Island Campus Police Department to investigate all complaints against department personnel regardless of the source of such complaints to include anonymous complaints. Investigating these

complaints through standardized procedures will demonstrate the department's desire to provide honest, efficient community service and will inspire community confidence in its personnel.

III. DEFINITIONS

- A. INTERNAL INVESTIGATION – An administrative inquiry into the facts and circumstances surrounding a complaint.
- B. INTERVIEW – A meeting with an accused employee or witness to gather information and facts concerning the matter at hand.
- C. PERSONNEL COMPLAINT – Any allegation or complaint received by any member, directly or indirectly, that accuses any member or employee with any improper or illegal conduct.

IV. PROCEDURES

The Community College of Rhode Island recognizes that due to the nature of our duties, obligations and responsibilities, complaints against our personnel will occur from time to time. To protect our members and the reputation of the police department, the Chief of Campus Police shall have the responsibility to cause a prompt, thorough investigation of all allegations and complaints received against the department or its members.

Whether an allegation or complaint is valid or baseless, each such allegation or complaint shall be carefully and objectively evaluated, and the investigation shall be well documented should a question arise at a later date.

A. COMPLAINT INVESTIGATIONS

Complaints from any source (in-person, email, mail, telephone, campus police website links, etc) will be investigated and documented to include anonymous complaints.

1. Department Citizen Complaint/Compliment Forms will be available to the public at each campus upon request and they are also available on the department website. Complaints alleging officer misconduct, criminal behavior or job performance which could result in disciplinary action will be documented on this form. It is preferred that any such complaint be received in person and in writing by the complainant, however a complaint can be dictated to this form by a supervisor if an in-person complaint is not feasible.
2. Upon receipt of a complaint, the supervisor will make an initial determination whether to assume primary investigative responsibility for the case or to refer it to the Chief of Campus Police.
3. A supervisor's investigation may be ordered terminated at any time, and full investigative authority shall be assumed by the Chief of Campus Police or his/her designee.

- a. Allegations of minor rules violations may be investigated by the appropriate supervisor at the line level.
 - b. Allegations of misconduct that could result in discharge, suspension, demotion, or criminal charges being sought will be investigated by the Chief of Campus Police or his/her designee.
4. If the investigation can be handled at the shift level the shift supervisor shall conduct the initial interviews with the complainant/victim, and any witnesses.
 - a. The supervisor will have the complainant fill out a department statement form.
 - b. If the complainant is unable, or does not wish to complete the form, the supervisor is required to complete the form on behalf of the complainant.
5. The complaint will then be forwarded to the Chief of Campus Police for further investigation. Depending on the severity of the allegations, the Chief of Campus Police will:
 - a. Notify the officer/employee of the allegation /complaint.
 - b. Assign the case to a supervisor for further investigation.
 - c. Take appropriate disciplinary action and/or counsel the officer.
6. Prior to any specific questioning of the officer/employee relative to the particulars of the complaint, the officer shall be advised that they have become the subject of an internal investigation and of the nature of the allegation or complaint.
7. Supervisors assigned to conduct an investigation are delegated the authority to report directly to the Chief of Campus Police for the purposes of directing the investigation.
8. The Chief of Campus Police will be notified of all complaints against the agency or its employees by the investigating supervisor and allegations of criminal conduct will be brought to the immediate attention of the Chief of Campus Police.

B. INVESTIGATING SUPERVISORS DUTIES

1. The supervisor may attempt to resolve a complaint by reviewing and exploring departmental policies and procedures, where applicable. Attempts to resolve complaints will be noted on the complaint report and forwarded to the Chief of Campus Police through the chain of command. The Administrative Captain will conduct internal investigations not handled at the field supervisor level or complaints involving serious misconduct or criminality.
2. If it appears an investigation is warranted, the Administrative Captain or another designee appointed by the Chief shall conduct a prompt, thorough investigation of the personnel complaint in accordance with proper procedures, as defined,

verifying the following;

- a. The date, time, and location of the incident.
 - b. Nature of the complaint.
 - c. Names of witnesses.
3. The Chief of Campus Police or his/her designee shall, at all times, handle the investigation as one of a confidential nature and will not discuss the facts of the case with any unauthorized persons.

C. RESPONSIBILITIES OF THE CHIEF OR HIS/HER DESIGNEE

The Chief of Campus Police or his/her designee will have the following responsibilities:

1. Reassignment of any employee to an administrative role or on administrative leave whose actions as an employee resulted in death or serious physical injury in any way until an internal investigation is completed.
2. Maintenance of files (Electronic in IMC/IA module).
3. Maintenance of a central file for complaints in a secured area kept in conformity with the department's records retention schedule.
4. Conducting a regular audit of complaints to ascertain the need for changes in training or policy.
5. Statistical summaries based upon records of internal investigations will be made available to the public through the annual report.

D. CONFIDENTIALITY OF INVESTIGATIONS

1. Investigations of complaints will be conducted in accordance with all department and college policies.
2. To protect the college and the employee, the allegation/complaint and all information obtained during the investigation of a personnel complaint is considered confidential. Therefore, it is imperative that all documents pertaining to personnel complaints are to be properly secured to protect all parties involved.
3. The complainant will be kept informed with periodic status reports for extended investigations and notification of the investigation's conclusion. The final resolution of an allegation or complaint will be considered internal and held as confidential.

E. FINDINGS & TIMETABLE GUIDELINES

1. After completion of any and all investigations, the Administrative Captain/investigating officer will forward to the Chief of Campus Police a full report stating recommendations for disposition of the case, along with the supporting evidence for such recommendations. The final dispositions are as follows:
 - a. Sustained: Evidence sufficient to prove allegations.

- b. Not Sustained: Insufficient evidence to either prove or disprove allegations.
 - c. Exonerated: Incident occurred but was lawful or proper.
 - d. Unfounded: Allegation is false or not factual.
 - e. Policy Failure: Flaw in policy caused incident.
2. In most instances investigations will be completed within (90) ninety days. The Chief of Campus Police must be advised and approve of circumstances requiring an extension of time in increments of thirty (30) days.
 3. Complainants will be notified of the results of the investigation.

F. CASE DISPOSITION

1. Disciplinary action may only be imposed where there is just cause. Any disciplinary action imposed upon an employee may be processed as a grievance through the regular grievance procedure. Where disciplinary action is imposed, it shall be done in a manner that will not embarrass the employee before other employees or the public. All disciplinary actions will be administered in accordance with Article XVII, entitled Probationary Employees and Due Process.
2. Where appropriate, disciplinary action or measures shall include only the following:
 - a. Written record of oral reprimand
 - b. Written reprimand
 - c. Suspension
 - d. Discharge
 - e. Demotion where appropriate
3. When any disciplinary action is to be implemented, the Chief of Campus Police shall notify the Human Resource Department and they notify the employee and the Union in writing of the specific reasons for such action.
4. After a period of one (1) year, if the employee has not committed any further infractions of appropriate rules and regulations, written reprimand and written notations of oral reprimands shall be expunged from the employee's personnel records.



Joseph F. Hopkins
Chief of Campus Police

Link:

[Department Citizen Complaint/Compliment Form](#)