

**Chapter**

Administrative Support Services

**Article**

Compliments and Complaints

**PURPOSE**

To ensure that each compliment is formally recognized, and each complaint is fully documented and investigated to its logical conclusion.

**POLICY**

The Department shall accept, document, and recognize all reported, commendable conduct of employees. The Department shall accept, and fairly and impartially investigate all complaints or allegations of misconduct to determine their validity. The Department shall timely impose any disciplinary or non-disciplinary corrective action that may be warranted.

**DEFINITIONS**

**Complainant** is any person (including juveniles, parents or other third-parties, and anonymous persons) who files a complaint regarding the conduct of any Department employee, or the Department's policies, procedures, or actions.

**Complaint** is an allegation by anyone regarding a specific and identifiable incident or pattern of actions involving Department employees, services, policies, or procedures, or any allegation of alleged misconduct of a Department employee.

**Compliment** is any commendable action on the part of a Department employee brought to the Department's attention by any person.

**Compliment/Complaint Brochure** is a Department pamphlet used to explain the Department's compliment/complaint procedures to the public.

**Compliment/Complaint Form** is the Department's intake form which begins the tracking and recognition/investigative process.

**Compliment/Complaint Packet** consists of a Compliment/Complaint Form and Compliment/Complaint Brochure.

**Concern** is an issue raised by any person regarding the action or inaction of a Department employee, volunteer, or the Department as a whole, that is resolved by an explanation or clarification of policies, procedures, processes, or other attendant circumstances surrounding the issue.

**Employee** is any person employed by the Department, whether sworn or non-sworn.

**External Complaint** is a complaint that originates from outside the Department.



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**Professional Standards Unit (PSU) Lieutenant and Internal Affairs (IA) Sergeant**, for purposes of this policy, have the primary responsibility for either overseeing or conducting investigations of internal or external complaints/compliments.

#### GENERAL GUIDELINES

Employees will provide any person who wishes to file a compliment or complaint with compliment/complaint brochure or packet, information for online reporting, or by promptly placing the complimenting person/complainant in contact with a supervisor.

Every employee will facilitate the receipt and processing of compliments or complaints. Any employee who refuses to take, interferes with, discourages, hinders, or delays the compliment/complaint process is subject to disciplinary action. Any employee who unnecessarily or without authorization views or divulges complaint information is subject to discipline.

Any compliment/complaint packet received by an employee must be forwarded to the IA Sergeant or PSU Lieutenant without unnecessary delay.

#### **Public Information and Access** <CALEA 26.2.4>

The Department will ensure that Compliment/Complaint Packets are made available to the public through Department employees, in the Department lobby, and any other public facilities designated by the Chief. The Department website will allow online compliment and complaint submissions.

#### **Compliments**

All compliments, including anonymous and third-party compliments, regarding the Department or its employees, will be accepted from any source, in any manner or form in which it comes. All compliments will be forwarded to the IA Sergeant or PSU Lieutenant where they will be acknowledged and processed pursuant to Department policy 3.05 Awards and Commendations.

#### External Compliments

If an employee is contacted by someone who desires to submit a formal compliment, the employee will provide the Compliment/Complaint brochure or give instructions to submit a compliment on the Department website.

#### Internal Compliments <City AR-00047>

Employees who wish to file a compliment with the Department may do so through the chain of command or use a Department recognition form.

In addition, the City offers a recognition program, which can be accessed through the City's SharePoint portal under the "Employee Recognition Program." The Employee Recognition program provides all employees an opportunity to recognize and reward co-workers for performance and customer service that is above and beyond typical work expectations.

#### **Concerns** <82.2.2 (b)>

There are times when a person makes an inquiry to the Department regarding a matter and an objective and fact-based explanation in response to the inquiry alleviates the person's concern. These



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inquiries are considered concerns and not complaints, which result in non-disciplinary corrective action. The initial inquiry may come directly to the Chief of Police, Assistant Chief, IA Sergeant, or another who is not the immediate supervisor of the employee in question or have the information to speak to specific police action. If one of these receiving employees is unable to alleviate the concern, he/she will offer the person concerned the ability to speak with the employee's supervisor or participate in the Department's complaint process. If the concerned person would like to talk to the employee's supervisor, the receiving employee will gather the concerned person's information and forward an email to the employee's supervisor. The receiving employee will also provide the supervisor's phone number and/or email address.

The supervisor handling the concern shall, regardless of how the supervisor believes the person's concern has been satisfied, inform the concerned person of how to participate in the Department's complaint process. If a call has been created in the Computer-Aided Dispatch system (CAD), then the supervisor handling the concern will summarize in the CAD notes the concern, remedy, and that he/she informed the person of the Department's complaint process. Additionally, if at any time during this process the supervisor becomes aware of potential misconduct that is beyond the scope of the concern, that supervisor must initiate the complaint process.

#### **Complaints** <CALEA 26.2.1> <82.2.2 (b)>

All complaints, including anonymous and third-party complaints, regarding the Department or its employees will be accepted from any source and investigated to a logical conclusion. The Department will take a complaint in any manner or form in which it comes. Complaints will be processed according to Department policy 5.05 Complaint Investigations.

#### External Complaints

Employees may inquire but shall not compel a person to identify him/herself when filing a complaint. A complainant's refusal to identify him/herself will not be a basis for refusing to accept or investigate a complaint.

If any non-supervisory employee is contacted by a private citizen who wishes to make a complaint, the employee will contact the appropriate supervisor without unnecessary delay. If a supervisor is available, the supervisor shall contact the complainant without unnecessary delay. The supervisor will explain the options for submitting a complaint. If the complainant wants a Compliment/Complaint Packet, the supervisor shall provide him/her with one. If the complaint relayed to the supervisor is serious enough to warrant immediate attention, the supervisor will report the alleged conduct through the chain of command or contact the IA Sergeant or PSU Lieutenant as soon as practicable. All completed Compliment/Complaint Packets shall be forwarded to the IA Sergeant or PSU Lieutenant without unnecessary delay.

If a supervisor is unavailable, the employee will provide the Compliment/Complaint Brochure or Compliment/Complaint Packet or give instructions to submit a complaint on the Department website.



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#### Internal Complaints

Employees who wish to file a complaint concerning another Department employee may do so through the chain of command, use the Compliment/Complaint Form, or follow processes outlined in City Administrative Regulation 00067 Employee Ethics Code.

