



ADMINISTRATIVE MANUAL

ADM-260 – RECEIPT OF COMPLAINTS

Amends/Supersedes: ADM-260 (11/28/2018)

Date of Issue: 12/25/2023

I. GENERAL

A. Definitions

1. *Complaint* - A complaint is one or more allegations made by any person regarding a Newport News Police Department (NNPD) employee, alleging that the employee has engaged in misconduct or behaved inappropriately. (See also: [PAM-1000 Standards of Conduct](#)).
 2. *Complainant* - The person making the allegation.
- B. The department and individual employees benefit from the thorough investigation and resolution of complaints. Therefore, the NNPD investigates all complaints of employee misconduct or inappropriate behavior received from any source outside or inside of the department, including anonymous sources. [26.2.1]
- C. Conduct and performance issues, as they relate to police personnel, normally rest within the established chain of command. This policy does not negate the normal supervisor/employee relationships that deal with minor performance, procedural or disciplinary matters. [26.3.1(a)]
- D. The Internal Affairs Division (IAD) is responsible for investigating misconduct involving allegations such as physical force, firearm discharges, violation of civil rights, harassment by officers, violations of departmental policy and procedure, and investigations assigned by the Chief of Police. [26.3.1(b)]
- E. The Axon Standards module is used to document complaints and track the review and investigation process.

II. PROCEDURE

- A. All employees will courteously assist members of the public who want to file a complaint against an employee. All employees are prohibited from discouraging any individual from filing a complaint. [26.2.4; 82.2.2(b)]
- B. Any employee receiving a complaint (in person, by letter, electronically, or over the telephone) from a member of the public will immediately notify an on-duty supervisor. If an on-duty supervisor is not immediately available, the employee will obtain the individual's contact information and advise them that a supervisor will contact them. The employee will forward their contact information to the on-duty supervisor.
- C. The supervisor who receives the complaint is responsible for documenting the complaint the day it is received by: [26.3.1(a)]
1. Completing a Citizen Complaint entry in Axon Standards;
 2. Supervisors may refer someone to the department's [Commendations & Citizen Complaints](#) section of the webpage if they would prefer to submit the complaint online.
 3. Once completed, the supervisor will route the complaint to the IAD commander.
- D. The IAD commander reviews all complaints and determines if they are considered a "major" or "minor" issue as set out in [ADM-270 Administrative/Internal Investigations](#). Infractions determined to be "minor" may be returned to the involved employee's precinct/division commander for follow-up. [26.3.1(a)]
- E. The IAD commander and the Chief of Police will be notified immediately (through the appropriate chain of command) whenever a complaint of a serious nature has been received against an employee or any incident in which an employee's actions could result in media attention or a severe negative impact on



the Community's trust in the agency. Complaints of a serious nature include but are not limited to the use of force resulting in serious injury or death or the arrest of an NNPD employee. The IAD commander will notify the Chief of Police of any less serious complaints weekly. [11.3.3;26.2.3;26.3.2]

- F. Upon receipt of any complaint, the supervisor or investigator making the entry will contact the complainant, advising them that the complaint was received. If there is an unreasonable delay in the complaint investigation, the complainant should be re-contacted, letting them know that the investigation is still in progress.
- G. After the investigation, the Chief of Police, or designee, will notify the complainant in person, by phone, or by mail (electronic or U.S. Postal Service) of the investigation's outcome. See Also: [ADM-270 Administrative/Internal Investigations](#). [26.3.4(a,b,c)]

A handwritten signature in black ink, appearing to read "Steve R. Drew", written over a horizontal line.

Steven R. Drew
Chief of Police