

WESTERN CONNECTICUT STATE UNIVERSITY  
POLICE DEPARTMENT

General Order:	97-12
SUBJECT:	Citizen Complaints
Effective Date:	Revised: 26 Sept 02
Distribution:	All Officers

I. PURPOSE

To establish uniform guidelines for the handling of citizen complaints by the University Police Department.

II. POLICY

Citizen complaints will be taken by the Lieutenant, Sergeant or Officer-In-Charge from any citizen, on the approved forms. Further, it is the policy that this department will thoroughly investigate any complaint filed to determine validity of the complaint and substantiate same or prove non-substantiation.

III. PROCEDURE

When a citizen reports any potential wrongdoing by a University police officer to police headquarters, the Lieutenant, if he/she is on duty, the Sergeant (if the Lieutenant is not on duty), or the Officer-In-Charge (in lieu of the Sergeant) shall meet with the complainant. The supervisor shall give the complainant a "Citizen Complaint Form" and request the complainant to fill out the form in its entirety. The supervisor shall notarize the signature of the complainant and shall offer to give the complainant a copy of the form.

The supervisor (if not the Lieutenant) shall notify the Lieutenant as soon as possible. If, for some reason, the Lieutenant is unavailable, the Chief shall be notified.

The Lieutenant shall be responsible for follow-up and management of the case file. If the case involves the Lieutenant, the Chief shall be responsible for the case.

The Lieutenant shall notify the Chief of Police of the nature of the complaint and shall forward a copy of the Citizen Complaint Form to the Chief's Office forthwith.

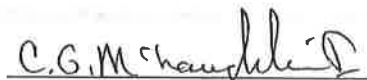
The Lieutenant shall investigate all aspects of the complaint and submit to the Chief, the results of the investigation and, where necessary, prepare charges against the officer.

The Lieutenant shall communicate with the complainant regarding the status of the investigation, taking care not to reveal any confidential information.

In cases which involve serious allegations of wrongdoing by a University police officer, the Lieutenant shall immediately consult with the Chief regarding possible immediate action, i.e., relieving officer from duty, administrative leave, etc.

It is recognized that citizen complaint investigations will be a high priority and shall be conducted and cleared in an expeditious manner.

By Order Of: (GO 97-12)



C. G. McLaughlin, Jr.  
Chief of Police