THE POSSIBLE DISPOSITIONS OF COMPLAINTS ARE CLASSIFIED AS FOLLOWS:

UNFOUNDED
Either the allegation is demonstrably false, or there is no credible evidence to support it.

EXONERATED
An act occurred, but it was justified, legal, and/or proper.

SUBSTANTIATED MISCONDUCT NOT BASED ON ORIGINAL COMPLAINT
This is used to indicate the discovery of substantial acts of misconduct that were not alleged in the original complaint.

COMPLAINT WITHDRAWN
The complainant withdrew the allegation prior to the completion of the investigation and indicated no further desire to pursue the matter.

UNABLE TO VERIFY
(Insufficient Evidence)
The investigation produced insufficient information to prove or disapprove the allegation.

SUBSTANTIATED
(Improper Conduct)
The accused employee committed all or part of the alleged acts of misconduct. In all cases, the complainant is notified of the disposition. There are five types of disciplinary action which can be recommended for a sustained case: (1) Oral reprimand—the first step in terms of severity of corrective action; (2) Written reprimand—an official censure of unacceptable acts or behavior which is administered in a positive manner; (3) Suspension—a temporary removal from the ranks of active employment and loss of pay; (4) Demotion—applicable only to supervisors; and (5) Termination from employment.
A complaint may be made by any citizen or a member of the police department. Complaints may be filed in person, by mail or by telephone. Anonymous complaints will be handled at the discretion of the Chief of Police.

A complaint may be submitted to any member of the police department. All complaints are forwarded to an on-duty supervisor.

Every complaint, regardless of its nature, is appropriately investigated. Whenever possible, complaints of minor violations of police department policy or procedures are assigned to the supervisor of the employee.

Complaints generally fall into two categories:

1. SERIOUS MISCONDUCT—alleged commission of an unlawful act or actions on the part of the employee which warrant a formal internal investigation; or
2. MINOR MISCONDUCT—alleged violations of police department written rules and/or regulations.

Minor misconduct is investigated by the member's immediate supervisor. A written report is forwarded to the Division Commander for review and comments. The Division Commander will then forward the report to the Chief of Police who will determine if additional action is needed.

Serious complaints are investigated by internal investigations personnel. A comprehensive report is prepared which may include sworn statements from the complainant, the affected employee/s, and any witnesses.

The completed investigative report also includes a narrative summary of the events and a finding of facts. The report will present an accurate account of the circumstances as they actually occurred. This permits the supervisors to make a proper recommendation based upon the investigative findings presented.

The employees' supervisors include their immediate supervisor and division commander. Recommendations regarding the necessity of disciplinary action and the specific action to be taken will be made at each level in the chain of command with the ultimate decision resting with the Chief of Police.

"Self-Improvement"  "High Moral Character"  "Professionalism"  "Dependability"  "Initiative"  "Compassion"  "Integrity"