



FACT SHEET ON COMPLAINT PROCEDURES

The University of the Incarnate Word Police Department (UIWPD) welcomes constructive criticism. Our procedure is open and may be utilized by anyone with a legitimate complaint.

1. Citizen complaints against members of the department must be submitted within thirty (30) standard business days after the alleged incident. Complaints submitted more than thirty (30) days after the alleged incident will be reviewed by the Chief of Police's designee to determine if there are extenuating circumstances allowing an investigation to be initiated.
2. Complaints **MUST** be made in person and submitted in writing. Mailed and anonymous complaints will be accepted but may not be acted upon until verified through a personal interview.
3. If you are a juvenile, your parent or guardian may make a written complaint on your behalf.
4. After filing the Initial Complaint Notice, you will likely be interviewed by the assigned investigator to collect more detailed information about the alleged incident.
5. Employees who are subjects of a complaint are given a copy of the signed complaint.
6. Should it be determined at any time during the investigation that the complaint is clearly unfounded, the investigation will be terminated. You will be notified if this occurs.
7. All investigations will be concluded within a minimum of thirty (30) business days from the date of filing unless an extension is granted by the Chief of Police. You and the affected employee will be notified in writing of the reason for any delay.
8. After the investigation is completed and the final action taken, the Chief of Police or their designee will notify you within ten (10) standard business days of the final results of the investigation and what action, if any, was taken.
9. Upon conclusion of the investigation, you and the affected employee will be notified in writing of the final disposition of the complaint. The possible dispositions include:

Unfounded: The investigation indicated that the alleged act(s) did not occur.

Exonerated: The investigation reveals that the acts did occur, but the actions taken were justified, lawful and proper.

Not Sustained: The investigation failed to discover sufficient evidence to clearly prove or disprove the allegation(s) made.

Sustained: The investigation disclosed sufficient evidence to clearly prove some, or all of the allegations made in the complaint.

Not Involved: The investigation established that the Department member subject to the complaint was not involved in the alleged incident.

Policy Review: The investigation reveals that there may be a need to review, modify, and/or generate a policy/procedure.

10. Sustained allegations could result in additional training, counseling, written reprimand, suspension, or termination.
11. Both you and the affected employee are afforded proper appeal channels. You may appeal to the office of Human Resources.
12. The Chief of Police has the legal authority during an internal investigation to relieve departmental employees from their duties when he believes it to be in the best interest of the public, the department and/or the University.