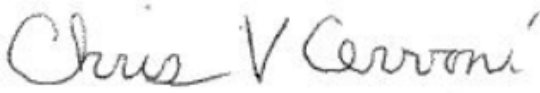
	CENTRAL CONNECTICUT STATE UNIVERSITY POLICE DEPARTMENT POLICY AND PROCEDURE GENERAL ORDER	Distribution ALL PERSONNEL	General Order Number 4.01
		Original Issue Date 10/28/21	Reissue/Effective Date MM/DD/YY
Order Title: CITIZEN COMPLAINTS	Accreditation Standard: CALEA: 26.2.1; 26.2.2; 26.2.4; 26.3.4	Section 4	
	Rescinds:	2.27	
Section Title: DISCIPLINARY PROCESS	 Chris V. Cervoni, Chief of Police		

This General Order is for departmental use only and does not apply in any criminal or civil proceeding. This General Order should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this General Order will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.

I. PURPOSE

The purpose of this policy is to provide all Central Connecticut State University Police Department (“CCSUPD” or “Department”) employees, and the public, the procedures for accepting, processing, and investigating allegations of officer misconduct or citizen complaints. This policy defines provisions applicable only to the receipt and processing of complaints pursuant to Public Act No. 14-166.

II. POLICY

The Central Connecticut State University Police Department’s public image is determined by a professional response to allegations of misconduct against its employees. The establishment of procedures for the acceptance of complaints is crucial to demonstrate and protect the Department’s integrity. This 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 actions that may be warranted. All complaints against the Central Connecticut State University Police Department and/or employee’s conduct shall be accepted and documented regardless of whether the filed complaint is in writing, verbally in person, by mail, by telephone (or TDD), by facsimile or electronically, or anonymously. The Chief of Police or designee will maintain a record of all complaints made against the agency or employees and maintain the files in a secure area. The Administrative Services Commander is responsible for administering the compliant process in conformance with this general order and relevant state law.

III. DEFINITIONS

- A. Complaint: An allegation by a member of the public regarding CCSUPD services, policies or procedures, officer misconduct, claims for damages which allege officer misconduct, and any allegation of possible misconduct of a CCSUPD officer.
- B. Complainant: Any person who files a complaint regarding the conduct of any Department employee, or as a result of CCSUPD's policies, procedures, or actions.
- C. Complaint Control Number ("CCN"): A sequential number used to identify and track citizen complaint investigations, which is assigned by the Investigator.
- D. Critical Firearm Discharge: A discharge of a firearm by a CCSUPD officer, but does not include range and training discharges and discharges at animals.
- E. Discipline: A written reprimand, suspension, transfer, demotion, or dismissal.
- F. Employee: Any person employed by the Central Connecticut State University Police Department, whether sworn or non-sworn, part-time or full-time.
- G. External Complaint: A complaint that originates from outside the department.
- H. Internal Affairs Designee: The designated person or personnel with primary responsibility for conducting internal affairs investigations of Administrative or Citizen Complaints of Misconduct.
- I. Internal Complaint: A complaint that originates from within the Central Connecticut State University Police Department or within the Central Connecticut State University. Such complaints may be initiated by Central Connecticut State University employees, other Central Connecticut State University Police Department employees or from supervisors who observed, or were informed by other employees, of possible policy violations.
- J. Misconduct: Any conduct by a member or employee that violates law, Rules of Conduct, General or Administrative Orders, and/or lawful orders.
- K. Officers: Any law enforcement officer employed by, or assigned to, the CCSUPD, whether on or off-duty, including supervisors and members authorized to carry department issued weapons.
- L. Summary Action: Disciplinary action in the form of an oral reprimand, counseling or training documented in writing, taken by an officer's supervisor or commanding officer for minor violations of department rules, policies, or procedures as defined by the Department. Summary actions are the lowest level of disciplinary action.

- M. Supervisor: Police officer with the rank of Sergeant or higher who has the authority to make decisions, evaluate, investigate and impose disciplinary measures over the personnel assigned to their Division or Unit.

IV. PROCEDURE

A. Professional Standards

The Office of the Chief has primary and oversight authority over investigations of allegations of misconduct made against employees. Upon receipt of a complaint, the Chief of Police will ensure that the complaint is assigned to the appropriate person or personnel for investigation through the appropriate chain of command. The individual(s) is responsible for the following:

1. Conducting a thorough, fair, and impartial investigation of every complaint received regardless of the method of receipt;
2. Investigating and determining the nature, facts, and circumstances of every complaint;
3. Reporting to a supervisor up to and including the Chief of Police, if warranted, the results of the investigation, any recommendations, and the resolution of that investigation;
4. Identifying and recommending for prosecution of criminal misconduct discovered on the part of a CCSUPD member during the course of any internal affairs investigation;
5. Gathering evidence and recommending the prosecution of cases in which criminals have attempted to bribe CCSUPD members and/or other public officials;
6. Recommending prosecution of those who falsely report that a CCSUPD member has committed a crime; and
7. Preparing suggested revisions of CCSUPD policies and procedures where existing deficiencies have been a contributing factor to misconduct.

B. Public Information and Access

1. The Central Connecticut State University Chief of Police will:
 - a. Ensure informational materials regarding the complaint/commendation process are made available to the public through police personnel, police department, the police agency web site, the general government web site of the agency, the internet, libraries, community groups/community centers, and at other designated public facilities.

- b. Ensure placards describing the complaint process, including relevant phone numbers and address where complaints can be made, are permanently posted at the CCSUPD and within the campus of the Central Connecticut State University.
 - c. Ensure that copies of this policy and complaint forms and commendation forms are available at the CCSUPD lobby and on the department website. This information should include relevant phone numbers and any address where a complaint can be made. This information must explain the complaint process in English and Spanish.
 - d. Ensure that all complainants receive a written response from the Department. Such notifications shall include acknowledgement that the complaint has been received; status notifications during the investigation, if necessary; and notification that the investigation has been concluded, including the department's findings.
 - e. Ensure that appropriate steps are taken to provide protections that might be afforded to a complainant who fears retaliation associated with filing a complaint.
2. Officers will also carry the complaint form provided by the CCSUPD in their vehicles at all times while on duty. Officers will inform citizens of their right to make a complaint against an officer if the citizen is displeased with, or objects to, an officer's conduct or performance of his/her duties.
 3. The completed complaint forms may be faxed, emailed, hand-delivered, or deposited in the provided drop-box at any department facility.
 4. This policy and the complaint form will be made available online on the CCSUPD website.

C. Acceptance/ Filing of Complaints

1. General
 - a. The Central Connecticut State University Police Department encourages citizens to bring forward legitimate complaints regarding possible misconduct by members. CCSUPD officers will not discourage or retaliate against any person from making a complaint.
 - b. During the complaint intake process, no questions about the immigration status of the Complainant shall be asked to him/her.
 - c. All officers must courteously inform an individual of his or her right to make a complaint if the individual objects to a member's conduct. This includes any complaints made by an individual who is in CCSUPD custody and/or a holding cell.

- d. Officers have a duty to assist any person who wishes to file a citizen's complaint by providing them with a citizen complaint form, or by promptly putting the complainant in contact with a Supervisor who can assist them with filing their complaint. Complainants, who are unable to read, write or understand the English language with sufficient proficiency to fill out the complaint form, or to be interviewed regarding their knowledge of the incident complained of, will receive adequate language assistance to permit them to file their complaint and to assist the internal affairs investigator, in the investigation thereof. The name and identifying information of any person providing such language assistance to a Complainant shall be recorded on the Complaint form or in the body of the report.
- e. No officer shall refuse to assist any person who wishes to file a citizen complaint or discourage, interfere with, hinder, delay, or obstruct a person from making a citizen complaint;
- f. The withdrawal of a Complaint does not prohibit the CCSUPD from conducting and completing an investigation.
- g. Officers, who withhold information, fail to cooperate with departmental investigations, or who fail to report the misconduct of members to a Supervisor shall be subject to disciplinary action.

D. Complaint Intake Procedure

1. All Citizens will have the right to lodge a complaint against any employees of the Central Connecticut State University Police Department:
 - a. Complaints may be received in writing or verbally, in person, by mail, telephone (TDD), facsimile, electronic mail at policechief@ccsu.edu , or by any other means.
 - b. Anonymous and third party complaints will be accepted.
 - c. Central Connecticut State University Police Department employees will maintain professional decorum both on and off duty, and will refrain from using abusive language to citizens wishing to file complaints or inquire about the complaint process.
 - d. All complaints shall be documented to include the date, time, location, and nature of the complaint, complainant's information (name, address, date of birth, telephone number, or other contact information if provided), date and time the complaint was received, and the name, rank, and/or title of the person receiving the complaint.
 - e. Each complaint shall be assigned a Complaint Control Number (CCN) by the police administration to track complaints, and a copy of this form shall be filed in a separate Complaint File.

2. Central Connecticut State University Police Department employees will assist those who express the desire to lodge complaints against any Central Connecticut State University Police Department employee. This includes, but is not limited to:
 - a. Calling a Supervisor to the scene to conduct a preliminary inquiry and document the complaint (for example, summoning the Supervisor of the officer against whom the complaint is made);
 - b. Calling a supervisor immediately when a CCSUPD employee receives a complaint about his/her own conduct.
 - c. Explaining the Department's complaint procedures;
 - d. Providing complaint form(s) and/or complaint brochures, or give instructions as to where form(s) and/or brochures could be obtained.
3. Central Connecticut State University Police Department officers who are approached by a person seeking to make a complaint will, when possible, call for a Supervisor, obtain a brief description of the allegation, record contact information (name, address, phone number) from the Complainant, obtain a CCN number, and provide the CCN number to the Complainant.
4. If a Supervisor is not readily available, the officer will inform the complainant and advise them that they will be contacted by the appropriate person or personnel by the next business day.
5. Every effort shall be made by all members to facilitate the convenient, courteous, and prompt receipt and processing of citizen complaints. Any member who interferes with, discourages, hinders, retaliate or delays the making of complaints shall be subject to disciplinary action.
6. In all cases where a Complaint is made or received, the Shift Supervisor must submit a memorandum to the Chief of Police providing details and circumstances surrounding the Complaint. The memorandum is due no later than at the end of the Supervisor's shift in which the Complaint was made.
7. Headquarters Requirements:
 - a. If a person comes into headquarters seeking to make a complaint, an on-duty Supervisor will immediately be notified, who will then respond to headquarters to conduct a preliminary inquiry of the complaint.
 - b. If a supervisor cannot respond to headquarters within a reasonable period, communications personnel will provide the Citizen Complaint Form to the person wishing to file a complaint.

- c. The Supervisor or person taking the complaint may describe facts that bear upon a Complainant's demeanor and physical condition, but will not include his or her opinion regarding the mental competency or veracity of the complainant.
- d. The Supervisor or person taking the complaint will issue the complainant a copy of the Citizen Complaint Form, which they will be allowed to review prior to leaving the station. If the Citizen Complaint Form has not been assigned a CCN at the time the complaint is taken, another copy of the form will be mailed to the Complainant once a CCN has been assigned.
- e. The Supervisor or person taking the complaint will advise the Complainant of the investigative process relative to their complaint, prior to the Complainant leaving the station.
- f. The Supervisor or person that took the complaint from the Complainant shall forward the complaint immediately to the Office of the Chief of Police.

E. Complaints Through Alternative Methods

- 1. All Complaints received during regular business hours (0800-1600) will immediately be forwarded to the Office of the Chief of Police. If a complaint is received after business hours it will be forwarded to the Office of the Chief of Police, during the next business day. If a Complaint is of a serious nature, the Administrative Services Commander and/or Chief of Police will be immediately notified regardless of the time it was filed. The person or personnel will attempt to contact the Complainant as soon as possible, but no more that twenty-four (24) hours after being notified, to complete the Citizen Complaint Form and initiate the investigation.
- 2. Shift Supervisors will ensure that brochures, compliment, and complaint forms are always available at their assigned command, conspicuously displayed, and accessible to the public.
- 3. Complaints received in writing, or by mail, telephone (TDD), facsimile, electronic mail, or by any other means will be processed as follows:
 - a. The Office of the Chief of Police will assign a CCN, following the same procedures described in this policy for obtaining a control number;
 - b. A letter of acknowledgement must be sent to the Complainant providing him/her with the CCN, advising him/her that the matter is being investigated, and that they will be contacted by the assigned Investigator.
 - c. The assigned Investigator will contact the Complainant as soon as possible after sending the letter of acknowledgement;

- d. Telephone (TDD) complaints shall be referred to a Supervisor. If a Supervisor is not available at the moment the CCSUPD employee who receives the complaint shall obtain the contact information of the complainant and shall notify a Supervisor who shall call the Complainant back to obtain the details of the Complaint.
- e. The Chief of Police will determine, based on the complaint, the person or personnel to investigate the complaint, or whether the matter will be referred to the subject officer's supervisor through the chain of command for further investigation; and
- f. All complaints shall be investigated in accordance with the policies and procedures of the Central Connecticut State University Police Department. Refer to General Order [*4.02: Misconduct and Citizen Complaint Investigations*](#), and General Order [*3.05: Use of Force Investigation Policies*](#).

F. Complainant Who Fears Retaliation Associated with Filing a Complaint

- 1. If a Complainant expresses fears of retaliation as a result of filing a Complaint, he/she must be assured that those fears will be taken seriously. Complainants should be asked to provide the basis for his/her concerns, if possible, and the information provided should be noted in the Complaint. This will allow the Chief of Police, Lieutenant or Internal Affairs Investigator to be aware of these fears and develop reasonable strategies to assist the Complainant in dispelling those fears.

[*Citizen Complaint Form – English*](#)

[*Citizen Complaint Form – Spanish*](#)