

Based on the results of the internal investigation and the administrative hearing, the Chief may take administrative action, as warranted. The letter you will receive will not disclose the specifics of any resulting disciplinary action, since any action taken is a personnel matter. Corrective actions available to the Chief of Police include counseling, training, reprimand, suspension, demotion and, when warranted, a recommendation to the City Manager that the employee be terminated from the City and Police service.

If you have questions or concerns relative to the handling of the complaint, or its disposition, address either to the Internal Affairs Unit Commander or the Chief of Police.



**SALINA POLICE DEPARTMENT
INTERNAL AFFAIRS UNIT
TELEPHONE: (785) 826-7225
255 N. TENTH ST.
SALINA, KS 67401**



"A Nationally Accredited Agency"

SALINA POLICE DEPARTMENT

UNDERSTANDING THE CITIZEN COMPLAINT REVIEW PROCESS

Citizen Complaint Process

The Salina Police Department encourages any citizen who believes he or she has a valid grievance to file a complaint. Only by knowing about these incidents can the Police Department properly investigate and take the appropriate action to address citizen concerns.

The Internal Affairs Unit of the Salina Police Department oversees allegations of misconduct or violations of policy or procedure by Police Department employees.

The primary objectives of Internal Investigations are:

Protection of the public. The public has a right to expect efficient, fair, and impartial law enforcement. Therefore, any misconduct by Department personnel must be detected, thoroughly investigated and properly adjudicated to assure the maintenance of these qualities.

Protection of the Department. The Department is often evaluated and judged by the conduct of individual members. It is imperative that the entire organization not be subjected to public censure because of misconduct by one of its members.

Protection of the employee. Employees must be protected against false allegations of misconduct. This can only be accomplished through a consistently thorough investigative process.

Correction of procedural problems. The Department is constantly seeking to improve its efficiency and the efficiency of its personnel. Internal investigations occasionally disclose faulty policies and procedures that would otherwise have gone undetected. These procedures can then be improved or corrected.

Why File a Complaint?

Law enforcement personnel face some of the greatest challenges of any profession. They must enforce the law in a fair and impartial manner, protect the rights of all parties involved, and make split second decisions in what can all too often be dangerous and complex situations. Officers are human, however, and they do make mistakes. Mistakes by police personnel might not be detected and corrected by police management unless a citizen files a complaint.

When Should You File a Complaint?

If you feel that you have been treated improperly, you should file a complaint to allow the Police Department the opportunity to investigate and respond to your concerns.

HOW THE PROCESS WORKS

1. A Complaint is Filed

You may file a report in person, by mail or by phone.

To file a complaint in person, by mail or by phone, contact the Police Department's Internal Affairs Unit, located at 255 North Tenth Street, Salina, KS 67401, (785) 826-7225. To speak to the Commander of the Internal Affairs Unit, in person or by telephone, you may contact him between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday. You may also leave a voice mail message and you will be contacted.

To file a complaint at any other time, you may fill out a complaint form in person at police headquarters, 255 North Tenth Street, Salina, KS 67401. You may also call (785) 826-7210 and ask to speak to the Watch Commander. The Watch Commander may not be immediately available, but will contact you in a timely manner. You may also inform any Salina Police Officer that you wish to file a complaint, and the officer will contact the Watch Commander, who will then contact you either in person or by telephone.

Please be prepared to provide as much information as possible about the incident which led to your complaint, the time and date of occurrence, location, the Officer's name (if known) and the names and telephone numbers of any witnesses.

2. The Complaint is Investigated

Once a complaint is filed, it is assigned to an Internal Affairs investigator or the appropriate supervisor in the Officer's chain of command for investigation.

If the complaint is not filed in person, the investigating officer will normally contact the complainant, either by telephone or in person, in order to obtain further information and/or clarify issues.

A thorough and objective investigation will be conducted, and an investigative finding will normally be reached within thirty days of receipt of the complaint.

THE DECISION ON YOUR COMPLAINT

When the investigation is completed, you will receive a letter from the Chief of Police, informing you of the decision reached, and the reason(s) for that decision.

Decisions on allegations of police misconduct are settled in one of five ways:

Unfounded - The investigation conclusively proved that the act complained of did not occur. This finding also applies when an individual employee named in the complaint was not involved in the act which may have occurred.

Exonerated - The act which provided the basis for the complaint or allegation occurred; however, the investigation revealed that the act was justified, lawful and proper.

Not Sustained - The investigation failed to disclose sufficient evidence to clearly prove the allegation made in the complaint or to conclusively disprove such allegation.

Sustained - The investigation disclosed sufficient evidence to clearly prove the allegation made in the complaint.

Sustained Against Policy - The investigation revealed a faulty policy and/or procedure.

If the allegation is sustained against an Officer, the Chief of Police will take proper corrective measures. The Officer will be notified of the outcome of the investigation and, if the allegation is sustained, an administrative hearing with the Officer will be scheduled and conducted.