

## WHO MAY REGISTER A COMPLAINT

A complaint may be made by any citizen, prisoner, or member of the Department.

A complaint may be submitted to any supervisor, command officer, or directly to the Internal Affairs Unit. A *Complaint Receipt Form* will be completed by the person receiving your complaint. A copy will be given to you to acknowledge receipt of the complaint, as well as inform you what immediate action is anticipated, and who will be responsible for following up on the complaint. The complaint may be investigated by either the Internal Affairs Unit or by a supervisor in the employee's chain of command.

Many complaints can be satisfactorily explained by a visit or telephone call to the employee's immediate supervisor, usually a Sergeant or Lieutenant, who will talk to you about your complaint and try to resolve it. Within the five divisions, a supervisor is available at all times. The supervisor of any sworn or civilian employee can be located by calling any of the listed divisions. An appointment should be made to avoid having you wait unnecessarily:

**Gold Hill Division** (Southwest area)  
955 W. Moreno Street   **385-2125**

**Stetson Hills Division** (Northeast area)  
4110 Tutt Boulevard   **444-3144**

**Falcon Division** (Northwest area)  
7850 Goddard Street   **444-7249**

**Sand Creek Division** (Southeast area)  
4125 Center Park Drive   **444-7282**

**Central Division** (Downtown)  
705 S. Nevada Avenue   **444-7725**  
Call between 8 a.m. and 5 p.m. (Weekdays)

## INTERNAL AFFAIRS UNIT

The function of the Internal Affairs Unit is to protect the integrity of the Colorado Springs Police Department and its personnel, both sworn and non-sworn.

A proper relationship between the police and the citizens of Colorado Springs, fostered by confidence and trust, is essential to effective law enforcement. Police officers must be free to exercise their best judgment and to initiate action in a reasonable, lawful, impartial manner, without fear of reprisal. At the same time, they must observe the rights of all people. This system of complaint and disciplinary procedures not only subjects Department members to corrective action when they conduct themselves improperly, but also protects them from unwarranted criticism when they discharge their duties properly.

## COMPLAINT PROCEDURE

Complaints may fall into many categories. Depending on the type and nature of the complaint, the investigation will either be assigned to the Internal Affairs Unit or to the supervisor of the employee(s). Complaints are thoroughly investigated, including interviews with the complainant, the employee(s), and known witnesses. The completed investigative report includes statements of fact, as determined by the statements of those interviewed, and a narrative summary of the events. The report will present an unbiased picture of the circumstances as they actually occurred. Once completed, the report is submitted through the employee's chain of command, which consists of the immediate supervisor, the Unit Manager, the Division Commander, and the Deputy Chief. Each level of the chain of command will independently review the investigation. At this stage, those supervisors reviewing the report make determinations as to

whether or not policies were violated and, if so, recommendations as to the appropriate discipline.

After review at all levels of the chain of command, the reports are returned to the Internal Affairs Unit, where investigators review the file for accuracy and completeness. The case is then presented to the Chief of Police. The original complainant is notified of the outcome.

## GENERAL INFORMATION

Although the employee(s) named in a complaint will, at some point, be required to respond to the specific allegations made, they are not permitted access to the files of cases under investigation. Complainants need not be concerned that they will be subject to retribution for legitimately stating a complaint, as procedures are in place to prevent this.

Complainants who have current criminal or traffic charges pending in an incident should be aware that the internal investigation process deals solely with matters of Department policy and the conduct of its employees. Regardless of the outcome of the internal investigation, existing criminal or traffic charges must still be dealt with through the courts.

The Department realizes that confusion, mistake, or faulty memory will sometimes result in different versions of the same incident being described. Beyond legitimate error, however, the deliberate making of a report which the complainant knows to be false or misleading could constitute a violation of City Ordinance 9-3-104 (False Information) or Colorado Revised Statute 18-8-111 (False Reporting to Authorities).

## COMPLAINT RECEIVED

↙  
Police Supervisor  
↘ Internal Affairs

Case reviewed by Chief of Police

## IMPARTIAL INVESTIGATION CONDUCTED

↓  
Written report returned to Internal Affairs

↑  
Chain of Command reviewed by appropriate Action

↑  
Recommendations reviewed by Deputy Chief

↘ Final Disposition  
↔

## SUMMARY OF COMPLAINT PROCEDURES

1. Present your complaint by phone or in person to any police supervisor at any division OR telephone the Internal Affairs Unit Monday through Friday, 8:00 a.m. to 5:00 p.m., at (719) 444-7417, to speak to an Internal Affairs investigator.
2. Your case is then assigned to an Internal Affairs investigator, or a supervisor within the affected employee's chain of command for investigation. A written report will be made.
3. Upon completion of the investigation, the report is submitted through the affected employee's chain of command for recommendations.
4. You will be informed of the results of the investigation.

## DISPOSITION

The disposition of a complaint investigation is classified as follows:

**Unfounded:** The allegation is false and not factual. Misconduct did not occur. There are disinterested witnesses or other facts which prove that misconduct did not occur.

**Exonerated:** The act complained of did occur and it was justified, legal and proper.

**Not Sustained:** Evidence is insufficient to clearly prove or disprove the allegation. There are no disinterested witnesses and the allegation cannot be proved or disproved.

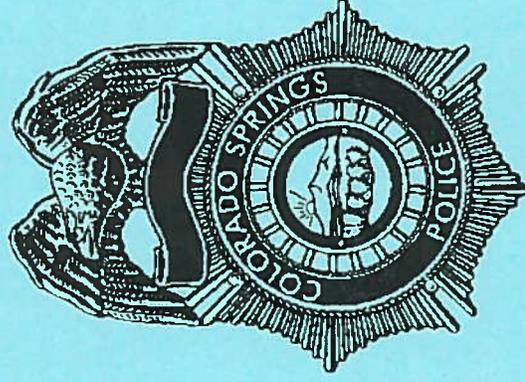
**Sustained:** Investigation established that misconduct did occur and the allegation is supported by sufficient evidence. There are disinterested witnesses or other facts proving the allegation and appropriate administrative action will be taken.

**Closed by Mediation:** A structured meeting between the complainant and involved employee. Cases which are successfully mediated are closed without one of the above classifications being assigned.

There are five types of disciplinary actions which can be recommended for a Sustained case:  
1) Training 2) Counseling 3) Written Reprimand 4) Suspension 5) Discharge from the Department.

Sworn police officers and civilian employees may appeal suspensions, and discharges from the Department.

# CITIZEN COMPLAINT PROCEDURE



**POLICE DEPARTMENT**  
705 S. Nevada Avenue  
Colorado Springs, Colorado 80903