

INVESTIGATION OF EMPLOYEE MISCONDUCT

PURPOSE:

Law enforcement agencies, and the public at large, will benefit from the establishment, enhancement and the promotion of a genuine and comprehensive employee misconduct investigation process, to include both administrative and citizen complaints.

STANDARD:

Law enforcement agencies shall establish a written policy which outlines the process for accepting, processing and investigating complaints concerning allegations of employee misconduct. The policy, at a minimum, shall address the following:

- Describe the formal complaint process, outlining how and where to file a complaint;
- Outline the procedures for accepting, processing and investigating the complaint;
- Define timelines for the resolution of complaints;
- Include safeguards to protect the legal and contractual rights of the employees during internal investigations; and
- Ensure that procedures to register complaints and/or commendations are made available to the public through social media or the agency's community relations programs.

COMMENTARY:

A well-constructed complaint process is an integral tool in community-police relations. There is a significant impact when a community knows and understands its concerns can be legitimately addressed in a proper setting. Further, officers can be better served when they can refer aggrieved individuals to a trusted process. Neither officers nor community members benefit from attempts to have concerns addressed and redressed during a traffic stop or in the midst of an incident. It may prove beneficial for law enforcement agencies to reach out to community members in an effort to publicize, promote and develop processes that are mutually beneficial to all.