

Subject: **Complaint Summary Report for Calendar Year 2009**

(CALEA Standard 52.1.5)

The purpose of this report is to analyze and summarize the data provided by the department's tracking of complaints against its members. This report is the result of a review of the 25 complaints received for calendar year 2009. The data analyzed shows the type of investigation engendered by the complaint, the resolution of the complaint, the average resolution period, and consequences of the complaint for the member.

All complaints are referred directly to the Chief of Police. Complaints can be lodged in person, by mail, or by phone. In the absence of the Chief, the shift supervisor, or acting shift supervisor can take a statement regarding a complaint and forward the complaint to the Chief by the next working day. The Chief of police will assign an investigator or supervisor to complete an investigation regarding the complaint and forward a subsequent report to the Chief regarding the investigation outcome (GO 52 III C. 1-4).

In 2009, officers responded to 16,051 calls for service. They affected 516 arrests and issued 959 Virginia Uniform Summons'. There was an increase of 190 calls for service between 2008 and 2009. There were 9 complaints logged in CY 2008.

There were 16 Use of Force reports and 1 Pursuit review in calendar year 2009. These events are reviewed separately. See Use of Force analysis and Pursuit analysis for calendar year 2009 for details on these events. Thus, there were 8 complaints logged for 2009, one less than for 2008.

For 2009, this results in a ratio of 1 complaint for every 2006 documented citizen contacts. This ratio reflects favorably upon our department's documented interactions with the community we serve. The ratio would be even more favorable if the many undocumented contacts our officers have with citizens on a daily basis to include field and telephone contacts.

Disciplinary Action Summary:

General Order 52 – Internal Investigations defines the disposition type regarding complaints made against department employees. The aforementioned dispositions are defined as follows:

Exonerated – allegations have been verified, but actions resulted from adherence to proper and appropriate police procedures and techniques.

Sustained – allegations true and disciplinary action taken.

Not Sustained – unable to verify the truth of the matters under investigation.

Unfounded – no truth to the allegations.

For 2009 dispositions for the 8 complaints are as follows:

| | |
|----------------|-----------|
| Exonerated: | 01 |
| Sustained: | 03 |
| Not Sustained: | 03 |
| Unfounded: | <u>01</u> |
| Total | 08 |

Finally, it was noted that 3 of the 8 complaints lodged against department employees that were identified as internal investigations went beyond the thirty day target completion as established by our General Orders (GO -52 III. F. 5). In one case (001) this was because of delay caused by a formal discipline process; in another (009) the delay was due to a very long investigative process, and in the third such case (014) the delay was due to an overly long review process.

No discernible, negative patterns on the part of officers, or improper procedural issues were identified as a result of this review. The review makes evident that complaints received by this department are handled with requisite gravity and concern. The department will continue to monitor the types of complaints being made against the agencies employees and provide guidance and training that seeks to enhance relationships with the community we serve.