

Subject: **Complaint Summary Report for Calendar Year 2010 (Revised)**

(CALEA Standard 52.1.5)

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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 has been revised to correct some statistical data found in my original report. This report is the result of a review of the 9 complaints received for calendar year 2010. 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.

The police department's complaint log reflects 19 entries for calendar year 2010. 9 of these entries concern personnel grievances and use of force reports, which are not germane to this complaint analysis. One entry (012) was made in error and does not reflect an actual case. In 2010, officers responded to 13,796 calls for service. They affected 309 arrests and issued 1189 Virginia Uniform Summons'. There were 9 complaints made against officers.

For 2010, this results in a ratio of 1 complaint for 1,533 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.

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Disciplinary Action Summary:

Complaint #	Date of Complaint	Type	Resolution	Sanction or Corrective Action	Date of Resolution
2010-IA-001	01/27/2010	Failure to Report for Work	Not Sustained	N/A	02/26/2010
2010-C-002	02/03/2010	Traffic Complaint	Sustained	Verbal Counseling	02/03/2010
2010-C-003	01/25/2010	Complaint About Accident Report Fee	Not Sustained	N/A	01/25/2010
2010-IA-004	02/07/2010	Unprofessional Conduct	Sustained	Group II Written Notice Issued	04/05/2010
2010-IA-009	05/11/2010	Excessive Use of Force	Exonerated	N/A	07/14/2010
2010-IA-012	<i>IA # assigned in error</i>	<i>No incident and no case.</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
2010-IA-013	10/11/2010	Unprofessional Conduct	Sustained	Verbal Counseling	10/25/2010
2010-IA-014	09/12/2010	Unprofessional Conduct	Sustained	Group II Written Notice Issued	11/09/2010
2010-C-018	11/12/2010	Unprofessional Conduct	Not Sustained	N/A	12/12/2010
2010-C-019	12/04/2010	Unprofessional Conduct	Unfounded	N/A	02/16/2011

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.

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Concerning the 10 entries that are not tracking personnel grievances or use of force reports in the 2010 complaint log, the following information is provided: One case number was assigned in error (12). There was one complaint in which the officer was *Exonerated* (009) and (1) complaint that was found to be *Unfounded* (019). Of the (7) remaining complaints--(3) were *Not-Sustained* (001, 003, 018); and (4) were *Sustained* (002, 004, 013, 014). In (2) of the *Sustained* complaints, the officer received verbal counseling (002, 013). In the other two *Sustained* complaints a *Group II Written Notice* was issued (004,014).

Finally, it was noted that (4) of the complaints lodged against department employees went beyond the thirty day target completion as established by our General Orders.

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.