

**Subject: Complaint Summary Report for Calendar Year 2008** (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 9 complaints received for calendar year 2008. The data analyzed shows the type of investigation engendered by the complaint, the resolution of the complaint, the average resolution period, and comments regarding the complaint.

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 2008, officers responded to 15,861 calls for service. They affected 502 arrests and issued 1390 Virginia Uniform Summons'. There was an increase of 1,543 calls for service between 2007 and 2008, while the number of complaints lodged against officers for both 2007 and 2008 remained stable at 9 for both years.

For 2008, this results in a ratio of 1 complaint for every 1,762 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.

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.

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.

Disciplinary Action Summary:

Complaint #	Date of Complaint	Type	Resolution	Comments	Date of Resolution
2008-IA-001	04/17/08	Assault – Off Duty	Not Sustained	Written Counseling	06/03/08
2008-IA-002	04/15/08	Falsification of Time Sheet	Not Sustained	N/A	06/03/08
2008-IA-003	06/26/08	Negligence	Sustained	Written Reprimand	08/18/08
2008-IA-004	08/12/2008	Unprofessional Conduct – Off Duty	Unfounded	N/A	08/27/08
2008-C-001	04/09/08	Unprofessional Conduct	Sustained	Officer Verbally Counseled	04/30/08
2008-C-002	06/16/08	Unprofessional Conduct	Closed – Complaint Withdrawn	N/A	06/24/08
2008-C-003	07/22/08	Improper Police Action	Sustained	Complainant Reimbursed	09/25/08

2008-C-004	10/20/08	Negligence	Closed – Employee Resigned	N/A	12/08/08
2008-C-005	10/20/08	Poor Police Service	No Poor Service Found	Exonerated	12/08/08