

<b>KEWAUNEE COUNTY SHERIFF'S DEPARTMENT</b>	
<b>Departmental Standards and Policies</b>	<b>Policy Number: DSP05-002</b>
<b>Subject: Citizen Complaints</b>	<b>Effective Date: March 1, 2005</b>
<b>Policy Section: Administrative Procedures</b>	<b>Review Date: September 1, 2020</b>
<b>Application: All Department Personnel</b>	<b>Revised Date: September 1, 2020</b>
<b>Authorization: _____ Matt J. Joski, Sheriff</b>	

**I. PURPOSE**

Establish a policy, procedure, and standard for citizen complaints.

**II. POLICY**

It is the policy of this department to investigate all complaints of alleged officer misconduct, to equitably determine whether the allegations are valid or invalid and to take appropriate action.

**III. DEFINITIONS**

- A. Internal Investigations Authority: The designated employees or unit ultimately responsible for conducting investigations into allegations of employee misconduct.

**IV. PROCEDURES**

- A. Citizen Complaints
  - 1. All citizen complaints pertaining to departmental policies or procedures or that allege officer misconduct shall be documented and investigated by the department.
    - a. Complaints may be given in person, over the telephone, or in writing.
    - b. Anonymous complaints or complaints from citizens who wish their names to be held in confidence shall be accepted for investigation.
  - 2. Citizen complaints may be accepted by any supervisor of the department who is approached for such assistance.

- a. The supervisor shall document the complaint in writing and promptly forward the complaint to the internal investigations authority.
  - b. The supervisor may attempt to resolve a complaint by an exploration of departmental policies and procedures, where applicable. Attempts to resolve complaints shall be noted on the complaint report.
3. Upon receipt of a citizen's complaint, the internal investigations authority shall contact the complainant and advise him that the matter is under investigation, and that the complainant shall receive notice of the final disposition of the case.
  - a. The internal investigations authority shall advise the complainant of departmental procedures for the processing and investigation of citizen complaints.
4. Investigations of complaints shall be completed within the departmentally specified time period for such investigations. Regular status reports shall be filed.

## **V. FOR DEPARTMENTAL USE ONLY**

1. This policy is for departmental use only and does not apply in any criminal or civil proceeding. The department policy should not be construed as the creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this policy will only form the basis for departmental administrative sanctions.

This standard and policy takes effect on the above stated date and will remain in effect until amended, superseded, or cancelled by the issuing authority. This standard and policy is to become a permanent part of your department rules manual.