

PHILOSOPHY

In the course of protecting our community there are times when actions or procedures are perceived questionable or improper, however our goal is to ensure that all staff are professional and courteous in the course of their duties.

The University of Arizona Police Department is committed to maintaining professional integrity within the Department and within the eyes of the community. UAPD will investigate all complaints directed against its employees or practices.

The purpose of conducting a thorough investigation of complaints is to improve and maintain both personal and department integrity, accountability and quality of service to the community. Through a formal process of review, citizen confidence and trust is preserved which establishes and maintains open communications in the community we serve.

Only a UAPD supervisor may accept a complaint. UAPD will accept written, e-mail, FAX or verbal complaints.

Making a Complaint

Upon receiving a complaint the supervisor will review the circumstances and evaluate the information and attempt resolution with the complainant. Often times complaints involve questions concerning policy, procedure, service issues or misunderstandings and can be resolved at the time of receipt. If a resolution cannot be reached or the circumstances of the complaint require additional follow up, the supervisor will take pertinent information and how the complainant can be contacted for follow up. The supervisor will explain to the complainant the referral and complaint process. They may also request the complainant to complete a UAPD Citizen Complaint Form to ensure accuracy and provide the complainant with a receipt.

Types of Complaints

Complaints are divided into one of the following categories:

Policy Infraction: Allegations which do not constitute a misconduct or serious misconduct but involve some infraction of Department or University policy.

Misconduct: Allegations which constitute a misdemeanor or petty offense.

Serious Misconduct: Allegations which constitute a felony, brutality, sexual misconduct, DUI, illegal drug use or any other action that may result in termination.

Professional Standards Investigation: An investigation assigned to the Investigations Section involving serious misconduct or conduct constituting an alleged criminal violation. Professional Standards Investigations are conducted by the supervisor of the Investigations Section or as assigned by the Chief of Police.

Supervisory Resolution: An internal or external complaint that when received by the supervisor is resolved upon receipt from the complainant with no further investigation.

Time Limits

Complaints will be concluded within thirty (30) days from the date a complaint is assigned for investigation. Extensions may be necessary due to the complexity of the complaint. The complainant will be periodically advised via telephone or in writing the status of their complaint. At the conclusion of the complaint investigation the complainant will be advised of the closure. Any disciplinary action taken against the employee cannot be disclosed.

Complaint Closure

Complaints can be closed in the following ways:

Sustained: The investigation produced a preponderance of the evidence to prove the allegation.

Not Sustained: The investigation failed to produce a preponderance of evidence to either prove or disprove the allegation.

Exonerated: The allegation in fact did occur but the actions of the agency employee were legal, justified, proper and in conformance with the law and the agency's policy and procedure.

Policy Failure: The allegation in fact did occur but the actions of the agency employee were consistent with Department policy but the policy was inappropriate or misleading. The policy will be reviewed and modified as needed.

Unfounded: The allegation concerned an act by an agency employee which did not occur.

Types of Investigations

Professional Standards Investigation
Supervisor Resolution
Citizen Complaint
Administrative Investigation