

**CITIZEN  
COMPLAINT  
PROCESS**



We are dedicated police professionals committed to the community. We are sensitive to the needs and wants of our citizens. We hold ourselves accountable to the highest standards of excellence and achievement.

- ★ We protect the public
  - ★ We respond to community needs
    - ★ We are the best
      - ★ We are professionals
        - ★ We create a positive work environment
          - ★ We celebrate our success
            - ★ We give our best

**Committed  
To  
Excellence**

The Springfield Police Department encourages citizens to become familiar with the organization. The Professional Standards Unit of the Police Department investigates complaints and answers questions about police services and procedures. The Professional Standards Unit is designed to maintain the integrity of the Department and promote positive relations with the community.

When citizens have complaints or questions, there are several options: .

1. Come to the Police Dept. at 230 Fourth St. and speak with any police supervisor.
2. Telephone the Police Department at 726-3714 and speak with any police supervisor.
3. Write to the Professional Standards Unit.

Public trust is of primary importance to every law enforcement agency. The Springfield Police Department requires its members to accept the responsibility for this trust.

All complaints against Department members that are not satisfactorily resolved or are of such a nature that may result in formal disciplinary action by the Chief of Police are investigated by an officer of the Professional Standards Unit.

The complaint will be investigated using all standard investigative procedures, including interviews with the complainant, the Department member, and any other involved persons.

After the investigation is concluded, the completed case file is forwarded to the appropriate department commander for a review and presentation of recommendations to the Chief of Police for final disposition.

The Chief of Police, upon receipt of the investigation file, examines the complaint, the evidence, and recommendations by the department commander. All case files regarding investigations are maintained by the Professional Standards Unit.

A disposition is made by the Chief of Police based upon the following classifications:

- SUSTAINED: Allegation is supported by sufficient evidence.
- NOT SUSTAINED: Allegation is not supported by sufficient evidence to prove or disprove allegation.
- UNFOUNDED: Allegation is false.
- EXONERATED: Allegation is true, but the activity was proper and legal.
- OTHER MISCONDUCT: Substantiated misconduct not alleged in complaint but discovered by investigation.

Both the complainant and the Department member are notified of the disposition of the complaint. The objectives of the complaint procedure are:

1. Protection of the public
2. Protection of the employee
3. Removal of unfit personnel
4. Training and/or discipline of Department personnel
5. Correction of a procedural problem

If a complaint is substantiated against a member of the Department, there are five types of disciplinary action which can be recommended:

1. COUNSELING — Administered orally by any supervisor in the chain of command of the employee and noted on an evaluation log.
2. REPRIMAND — Given orally or in writing by a supervisor, command officer, or the Chief of Police for violation of departmental or city rules and regulations. Copies of the written reprimand will be forwarded to the employee, the Professional Standards Unit and the employee's personnel file.
3. SUSPENSION — Given to a member by the Chief of Police for violation of rules or unacceptable behavior.

4. DEMOTION — A Department member may be demoted by the Chief of Police for violation of rules or unacceptable behavior.
5. DISMISSAL — The Chief of Police may dismiss a member for severe misconduct or unfitness.

Any substantiated allegation of a criminal act committed by a member of the Police Department will be submitted to the Lane County District Attorney.

Citizens lodging complaints should do so in good faith, as it is a criminal offense to knowingly make a false report to a law enforcement agency.

## PROFESSIONAL STANDARDS UNIT COMPLAINT FLOW CHART

