

	<b>TEMPLE UNIVERSITY DEPARTMENT OF CAMPUS SAFETY SERVICES PHILADELPHIA, PENNSYLVANIA</b>	
	<b>General Order</b> <input checked="" type="checkbox"/> <b>Special Order</b> <input type="checkbox"/> <b>Personnel Order</b> <input type="checkbox"/>	<b>ORDER NUMBER 52.1</b>
<b>Subject:</b>		
<b>CITIZEN COMPLAINT PROCESS</b>		
<b>Date Of Issue:</b>	<b>Effective Date:</b>	<b>Expiration Date:</b>
<b>September 30, 2011</b>	<b>October 3, 2011</b>	<b>Until Amended or Rescinded</b>
<b>References:</b>		
<b>Chapter 52 CALEA Law Enforcement Standards and PPD Directive 127</b>		
<b>Amends</b>	<b>Rescinds</b>	
N/A	N/A	
<b>Index Words</b>		
<b>Distribution</b>		
<b>1. General Order Electronic Copies</b> <b>2. Reading Verification to All Personnel</b>		

## I. PURPOSE

- A. This General Order's purpose is to establish procedures for documenting and investigating complaints and allegations made against any member of the Department of Campus Safety Services.

## II. POLICY

- A. It is the policy of the department to accept, document, review, and investigate all instances of alleged misconduct, to include complaints regarding policies or procedures of the department, and to equitably determine whether the allegations are valid or invalid and to take appropriate action. All allegations of misconduct will be investigated regardless of whether initiated by citizen complaint, internally generated, from an external agency, or discovered through internal review and administrative processes of the department.

## III. SCOPE

- A. This General Order will affect all departmental personnel.

#### **IV. Complaints**

##### **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. All complaints shall be accepted in a courteous, understanding and professional manner.
2. Complaints may be given in person at any campus headquarters office, substation, from any university office as designated by the Executive Director, over the telephone, or in writing.
3. Anonymous complaints, or complaints from citizens who wish their names to be held in confidence, shall be in confidence, and shall be accepted for investigation. Citizens offering anonymous complaints should be advised that the department's ability to investigate the complaint may be limited by their anonymity.
4. No employee of the department will harass, verbally abuse, or otherwise threaten any Citizen or fellow employee who files a complaint against an employee of the Department.
5. If the complainant is unable to intelligently prepare the report or cannot speak and/or write the English language the complainant will be advised to have a relative or friend come to the campus headquarters office to assist in preparing the report.
6. If a complainant wishes to remain anonymous, the word "anonymous" will be used in lieu of the complainant's name on all reports.

##### **V. INVESTIGATION**

- A. The Commanding Officer, Investigations Unit will act as the Departmental Investigator. He/she will be responsible for investigating serious allegations of misconduct (e.g. criminal violations, allegations of brutality, etc), and will report directly to the Executive Director or designee.

##### **VI. FRIVOLOUS COMPLAINTS**

- A. Where the facts alleged in the complaint disclose no improper behavior on the part of the officer or other employee against whom the complaint is lodged, the Commanding Officer, Investigations Unit, or other assigned designee may terminate the investigation, if approved by the Executive Director or designee. In this case, the investigation will be closed and the complainant and involved officer(s) and/or employee(s) notified.
- B. If disapproved, the complaint will be investigated in the normal manner.

##### **VII. TIME LIMIT**

- A. An investigation into allegations of misconduct shall be completed as soon as possible. A verbal status report will be given to the Executive Director or designee upon request.

## **VIII. INVESTIGATION FILE**

The Investigation File will contain:

- Original Citizen Complaint Form
- Original interviews
- Copies of Patrol Log(s)
- Original copy of CP 48(s)
- Radio tapes (if obtained) and;
- Other relevant documents, reports and/or forms

## **IX. MAINTENANCE OF INVESTIGATION FILES AND STATISTICS REVIEW**

- A. A record of all complaints against any employee of the department will be maintained and secured in a locked cabinet, separate from other files, in the office of the Commanding Officer, Investigations Unit. Access to any file will be approved by the Executive Director or designee.
- B. The department will compile annual statistical summaries relative to complaints made against its officers and employees. As directed by the Executive Director or designee, such information shall be made available to the complainant, employees of the department, or the public, during business hours Monday through Friday.

## **X. CITIZEN COMPLAINT REPORTS**

- A. The Commanding Officer, Investigations Unit, will be the departmental contact for the distribution of blank copies of Citizen Complaint Forms. He/she will ensure that sufficient copies are available at each campus police headquarters, substation office, and other university office(s) as designated by the Executive Director.

## **XI. OUTSIDE AGENCY INFORMATION/COMPLAINTS**

- A. Complaints forwarded to this department from the District Attorney's Office, Federal Bureau of Investigation, State or Federal Attorney General's Office, Philadelphia Police Department, Upper Dublin Township Police Department etc. will be summarized on the complaint form and submitted through the relevant Commanding Officer.

## **XII. OFFICERS ASSIGNED TO OTHER AGENCIES**

- A. Officers of this department assigned to or assisting other law enforcement agencies will be guided by this General Order.

**Effective: October 3, 2011**  
**Revised June 14, 2015**

**By Order of:**

**Charles Leone**  
**Executive Director**  
**Department of Campus Safety Services**

**Attachment "A" CITIZEN COMPLAINT FORM**

ATTACHMENT "A"

**CAMPUS SAFETY SERVICES  
CITIZEN COMPLAINT FORM**

The Temple University Department of Campus Safety Services adheres to the policy of investigating all allegations of misconduct or complaints regarding the policies or procedures of the department. The goal of the department is to ensure that objectivity, fairness, and justice is assured by an impartial investigation and review.

Unless the complaint and allegation is of such magnitude that it requires additional time for review, all complaints will be resolved as soon as possible. During the course of an investigation, the assigned investigator shall notify you concerning the status of the complaint. You will also be notified of the final outcome of the investigation.

Please print legibly while completing this complaint form. If more space is needed use a blank piece of paper.

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

Daytime Phone:(\_\_\_\_) \_\_\_\_\_ Evening Phone:(\_\_\_\_) \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_ AM or PM (Circle)

Location of the Incident: \_\_\_\_\_

Reasons for the Complaint: \_\_\_\_\_

Your Signature: \_\_\_\_\_

Today's Date: \_\_\_\_\_ Current Time: \_\_\_\_\_ AM or PM (Circle)

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