



**Portsmouth Police Department
2270 East Main Road
Portsmouth, RI 02871**

ORDER	EFFECTIVE DATE	NUMBER	ISSUING DATE
GENERAL	MARCH 1, 2015	130.02	DECEMBER 9, 2019
SUBJECT TITLE		SUBJECT AREA	
COMPLAINT INVESTIGATIONS		INTERNAL DEPARTMENT CONTROLS	
RIPAC REFERENCE		PREVIOUSLY ISSUED DATES	
5.5, 5.6, 5.7, 5.8, 5.9		2/15, 6/12/16	
DISTRIBUTION	REEVALUATION DATE	PAGES	
ALL	AS NECESSARY	3	

COMPLAINT INVESTIGATIONS

I. PURPOSE

The purpose of the citizen complaint procedure is so that all complaints made against police officers are properly documented and investigated fairly and without prejudice.

II. POLICY

The Policy of the Portsmouth Police Department is to investigate all complaints, including anonymous complaints, made by citizens and to have those complaints followed up by the appropriate Commanding Officers. Commanding Officers will be defined by the rank of Sergeant and above. The Portsmouth Police Department will have forms specifically identified for all formal complaints. Each complaint will be investigated and appropriate action taken if needed by the Office of the Chief or his or her designee.

III. PROCEDURE

- A. All complaints against a Police Officer of the Portsmouth Police Department or any complaints in reference to the Policies or Procedures of the Portsmouth Police Department will be directed to the Officer in Charge at the time the complaint is made.

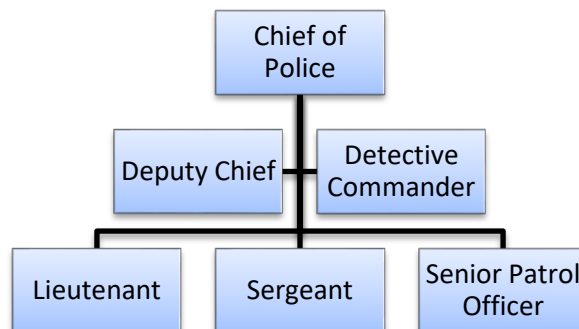
- B. The Officer in Charge will be responsible for obtaining information on the type of complaint and personal information of the complainant.
 - a. Only a Sergeant or above may investigate a complaint.

 - b. Senior Patrolman who maybe the Officer in Charge are required to obtain the type of complaint and request the persons contact information. They will advise them that the information will be forwarded to the Office of the Deputy Chief and they will be contacted by the Deputy Chief or their designee.

- C. The Officer in Charge will be responsible for determining if the complaint is of a criminal or serious nature, if so, then the Deputy Chief will be advised immediately or in the absence of the Deputy Chief, the Detective Commander.
 - a. The Chief of Police will then be advised upon all facts and circumstances of the complaint or case.

 - b. All complaints that are not of a serious nature will be initially investigated by the Officer in Charge, (Sergeant or above) and a determination will be made by the Officer in Charge if the complaint can be handled at that time or if the complaint should be forwarded to the Deputy Chief for further follow up.

 - c. Organizational chart representing the reporting line for complaint investigations.



- D. Initial documentation will be accomplished by a Complaint Form and statement addressing the facts or circumstances surrounding the compliant.

- a. Citizen Complaint Form
 - b. Case numbers will be assigned by the Deputy Chief for all internal investigations.
 - 1) Internal Witness Statement
 - c. All follow up interviews will be conducted by the Deputy Chief. A report of the findings and any recommendations will be forwarded to the Chief of Police.
- E. Complaint forms are also made available during normal business hours at the Town Administrators Office or by via download at www.portsmouthri.com. All complaints may be delivered in person to the Deputy Chief or mailed to:
- Portsmouth Police Department
Office of the Deputy Chief
2270 East Main Rd.
Portsmouth, RI. 02871-4021
- F. The complainant will be notified in writing of the finding of the investigation:
- a. Sustained
 - b. Not Sustained
 - c. Unfounded
 - d. Exonerated
- G. Records of all complaints against the agency and employees will be securely maintained to safeguard the confidentiality of all parties involved. These records will be stored in a secure cabinet inside the office of the Chief of Police.
- H. The Deputy Chief of Police oversees the Internal Affairs Division which is comprised of Internal Affairs Investigating Officers that are appointed at the discretion of the Chief of Police or his designee.

I. TIME LIMITS FOR INVESTIGATIONS

- A. All internal investigations are to be completed within 90 days of the initial complaint.
- B. An extension may be granted to exceed the 90 day deadline based on the circumstances of each individual incident.

By Order of:

A handwritten signature in black ink, appearing to read 'BP Peters', with a horizontal line extending to the right from the end of the signature.

Brian P. Peters
Chief of Police