

PLAINFIELD POLICE DEPARTMENT

General Order # 52-1

Chief of Police,

Chief Michael G. Surprenant

Michael G. Surprenant

**Subject: PROFESSIONAL
STANDARDS**



Issued Date:

07/19/2019

Effective Date:

07/26/2019

Rescinds/Amends

ALL PREVIOUS ORDERS

PROFESSIONAL STANDARDS

I. PURPOSE

The purpose of this policy is to establish guidelines for accepting, processing, investigating, take appropriate action upon and resolve complaints from a member of the public relating to alleged misconduct or malfeasance committed by a member of the Plainfield Police Department. In addition, it also sets forth guidelines for accepting commendations from public pertaining to members of the department.

II. POLICY

The Plainfield Police Department shall respond to allegations of misconduct or malfeasance against its employees consistent with this policy and fairly and impartially investigate all complaints or allegations of such conduct to determine their validity. The Plainfield Police Department shall impose any disciplinary or non-disciplinary actions that may be warranted in a timely manner. **All complaints shall be accepted and documented regardless of whether the filed complaint is in writing, verbal, in person, by mail, telephone (or TDD), by facsimile, electronically, or anonymously.** The policy of the Plainfield Police Department is to ensure that integrity is maintained through an internal system where objectivity, fairness and justice are assured by intensive and impartial investigation and review, the purpose of which is to resolve the allegations and to facilitate fair, suitable and consistent action. The following should be noted.

1. There shall be no retaliation in any form by any member of this agency directed at an individual who makes a complaint.
2. During the complaint intake process, no questions shall be asked of a complainant regarding their immigration status.
3. Officers who withhold information, fail to cooperate with the department investigations or who fail to report alleged misconduct or malfeasance of employees to a supervisor shall be subject to disciplinary action up to and including termination.

In addition, the acceptance of a commendation shall be accepted no matter the manner received and the appropriate action shall be taken whether it be filed in personnel records of the officer or he/she be formally awarded for their actions.

This policy/general order of the Plainfield Police Department may be amended as necessary to ensure its compliance with all applicable state and general laws and regulations. The Plainfield Police Commission is aware that changes in state and federal laws and regulations may require that this policy be amended from time to time. Therefore, the Plainfield Police Commission, without prior approval or review accept any changes to this policy that maintains its compliance with all applicable state and federal laws and regulations.

III. DEFINITIONS

1. Complaint: An allegation of employee misconduct or malfeasance.
2. Complainant: Any person who files a complaint regarding misconduct or malfeasance on the part of an agency employee.
3. Complaint Control Number: A unique numerical or alphanumeric code used to identify and track citizen complain investigations.
4. Discipline: Adverse action taken by the agency against any employee as the result of a sustained professional standards investigation including, but not limited to, a written reprimand, suspension, demotion or dismissal.
5. Employee: Any person employed by the agency, whether sworn or non-sworn or volunteer.
6. Professional Standards: The designated division, unit or person with primary responsibility to conduct investigations of administrative or Citizen Complaints of misconduct or malfeasance.
7. Malfeasance: Illegal or dishonest activity especially by a public official.
8. Misconduct: Any act or omission by an employee that is illegal or which violates established policy.
9. Supervisor: Includes those holding rank of Sergeant or higher.

IV. PROCEDURES

1. The Captain of Police, the second in command, is designated the Professional Standards Officer and shall be responsible for the Professional Standards function within the Plainfield Police Department. The Second in Command and/or the Chief of Police may, in his/her discretion, assign certain cases to a Sergeant for investigation. The Captain or his/her designee will be responsible for the following:
 - A. Conducting a thorough, fair and impartial investigation of every complaint received regardless of the method.
 - B. Investigating and determining the nature, facts and circumstances of every complaint.
 - C. Reporting to a supervisor up to and including the Chief of Police, if warranted, the results of the investigation, any recommendations and the resolution of that investigation.
 - D. Identifying and recommending for appropriate investigation and prosecution criminal misconduct discovered on the part of any individual during the course of an Professional Standards investigation.
 - E. Preparing suggested revisions of the Plainfield Police Department policy where existing deficiencies have been a contributing factor for misconduct.
 - F. If warranted, recommending appropriate discipline to the Chief of Police.
2. All persons are encouraged to bring forward legitimate complaints regarding possible misconduct or malfeasance of employees of this agency. All sworn and civilian employees shall be required to accept a complaint alleging misconduct or malfeasance by agency personnel. If a Sergeant is available he/she will receive the complaint unless they are an involved party. If a Sergeant is unavailable, it is the duty of all personnel to receive the complaint. All employees must courteously inform an individual of his or her right to make a complaint if the individual objects to an employee's conduct. Employees have a

This policy/general order of the Plainfield Police Department may be amended as necessary to ensure its compliance with all applicable state and general laws and regulations. The Plainfield Police Commission is aware that changes in state and federal laws and regulations may require that this policy be amended from time to time. Therefore, the Plainfield Police Commission, without prior approval or review accept any changes to this policy that maintains its compliance with all applicable state and federal laws and regulations.

duty to assist any person who wishes to file a citizen's complaint by documenting the information and allegations they provide, and advise the individual how to proceed. No employee shall refuse to assist any person who wishes to file a citizen complaint or discourage, interfere with, hinder, delay, or obstruct a person from making a citizen complaint. The following steps will be taken during the complaint process:

- A. A "Commendation/Complaint Form" will be provided to the individual, with instructions and assistance in filling it out. If the individual cannot write, the accepting officer may write the report.
- B. It should be noted that complainants who are unable to read, write or understand the English language with sufficient proficiency to fill out the complaint form, or to be interviewed regarding their knowledge of the incident complained of, receive adequate language assistance to permit them to file their complaint and assist, as needed, in the investigation thereof. The name and identifying information of any person providing such language assistance to a complainant shall be recorded on the complaint form or in the body of the report.
- C. The "Commendations/Complaint Form" shall be completed in its entirety to the best of the ability of the individual completing the form. The fields are as follows:
 - The complainant filing must choose whether he/she is filing a *Commendation* or *Complaint*.
 - If a complaint, it should be documented as either an *informal* or *formal* complaint:
 1. Formal Complaint: Involves a serious allegation of misconduct, and I want my complaint officially investigated, for which discipline may be imposed, if the allegation(s) are sustained.
 2. Informal Complaint: Involves a minor complaint or concern, and I only want my complaint/concerns on record. I understand it will be informational purposes only, will not be formally investigated. However the matter will be discussed with the employee(s) involved.
 - Information about the complainant filing or if it is a third party filing about the person he/she is filing on behalf of. This shall include name, date of birth, address, phone number, and gender.
 - Incident information including date, time, witnesses, location, and officer involved.
 - Nature of the action and a brief description of what had occurred on a separate piece of paper which is dated and signed.
 - The "Commendations/Complaint Form" can be signed and dated. A copy is provided to the complainant. The receiving officer shall sign to include the date and time the complaint was received prior to giving a copy to the citizen. This acknowledges receipt for processing.
- D. A complainant is not required to complete a "Commendation/Complaint Form" in order for the complaint to be investigated. All complaints made either formally, informally, in person, anonymously, with and without the form will be investigated to the fullest and to the standard set forth within this policy.

- E. The completed "Commendation/Complaint Form" shall be placed in a sealed folder marked "CONFIDENTIAL" and hand delivered to the Captain of police.
- F. If the contents of the complaint are allegations of corruption, breaches of civil rights, unnecessary use of force or criminal misconduct, the accepting officer shall notify the Captain as soon as practicable that a citizen's complaint has been received and forwarded. No names, identifying information, or details of the allegations shall be disclosed to any other officer except the Captain and the Chief of Police.
- G. Upon receipt by the Captain or his designee the complaint shall be classified into one of four categories:
 - Class 1: Allegations that have the potential of damaging the reputation of the Department or its personnel and generally include, but are not limited to, allegations of serious misconduct, serious violations of *Standards of Conduct* and other written directives, or criminal conduct.
 - Class 2: Allegations that generally include, but are not limited to, allegations of a non-serious nature and violation of *Standards of Conduct* and other written directives of a non-serious nature.
 - Class 3: Minor complaints by a citizen desiring to make an informal complaint against an employee of a minor nature, generally involving in employee's conduct and/or behavior.
 - Class 4: Minor complaints by a citizen who contacts the Department questioning or informally complaining about a procedure or tactic used by the Department or its employees.
- H. All interactions during the receipt of the complaint shall be recorded utilizing the department issued Body Camera along with the recorded equipment equipped in the interview rooms if the complaint is being processed at the department.

V. INVESTIGATION OF COMPLAINTS

1. The Plainfield Police Department will document and investigate all complaints, alleged or suspected, either signed or anonymous, that are made against the Department or its employees.
2. On occasion, malicious and deliberate false accusations may be made against the Department and/or its employees. The accusations will be investigated to protect the integrity of the Department and/or its employees, thereby instilling public confidence in the Department. In some cases the extent of the investigation may be limited to substantiating the falsity of the accusation. In the case of false accusations, the Chief of Police will review the case. The Chief may, in consultation with legal counsel, seek legal recourse against the person(s) who filed a deliberate false report.
3. The complaints and disciplinary actions which are to be handled in accordance with the provisions of this procedure include; alleged or suspected violations of laws, ordinances, or Department rules or orders, by sworn or civilian members, including temporary, part-time, or volunteer employees of the Police Department.

This policy/general order of the Plainfield Police Department may be amended as necessary to ensure its compliance with all applicable state and general laws and regulations. The Plainfield Police Commission is aware that changes in state and federal laws and regulations may require that this policy be amended from time to time. Therefore, the Plainfield Police Commission, without prior approval or review accept any changes to this policy that maintains its compliance with all applicable state and federal laws and regulations.

4. Complaints may be made by:
 - A. Members of the Department, who report them to supervisory or commanding officers, either orally or in writing, by telephone or by correspondence, either signed or anonymously.
 - B. Town of Plainfield citizens or members of the general public who report them to any member of the Department, either orally or in writing, by telephone or correspondence, signed or anonymously.
 - C. Town Officials.
 - D. Supervisory or commanding officers.

VI. RESPONSIBILITY FOR INVESTIGATING CASES

1. Allegations of violations of Departmental rules of conduct will generally be investigated by the immediate supervisor of the involved employee unless otherwise assigned by the Captain or the Chief of Police (i.e., rudeness, tardiness, insubordination, inefficiency, sleeping on duty, traffic violations, etc.)
2. Allegations of violations of criminal law, reports of corruption, breach of civil rights, major policy violations, allegations of unnecessary force and other allegations of a sensitive nature will be investigated by the Professional Standards Officer unless otherwise assigned by the Chief of Police.
3. The Office of Professional Standards shall investigate any allegations from a source outside the Department or which may have criminal sanctions. The Captain will have responsibility for the Professional Standards function, reporting directly to the Chief of Police.
4. All investigations will be assigned a Complaint Control Number (CCN) in order to track complaints.
5. The Captain may review any investigation conducted by a line supervisor.
6. The Police Chief will investigate complaints against the Captain.
7. Allegations against the Police Chief will be directed to the Board of Police Commissioners.
8. Professional Standards investigations shall normally be completed within 60 days from the time of their receipt; however, the Chief may grant an extension as he/she deems appropriate.

VII. NOTIFICATIONS

1. All written directives that relate to the Professional Standards function will be disseminated to all personnel.
2. Whenever Department employees are notified that they have become the subjects of an Professional Standards investigation, the employee shall be furnished with a written

This policy/general order of the Plainfield Police Department may be amended as necessary to ensure its compliance with all applicable state and general laws and regulations. The Plainfield Police Commission is aware that changes in state and federal laws and regulations may require that this policy be amended from time to time. Therefore, the Plainfield Police Commission, without prior approval or review accept any changes to this policy that maintains its compliance with all applicable state and federal laws and regulations.

statement of the allegation(s) and the employee's rights and responsibilities relative to the investigation. However, the Chief or Captain can elect not to notify the employee when to do so could jeopardize the investigation. In addition, the employee shall be notified of the findings upon completion of the investigation along with the disciplinary action if necessary taken.

3. The complainant will be given a citizen complaint receipt verifying that a complaint has been filed for processing. The receipt shall be provided within five (5) business days. The complainant should be provided their complaint number. The investigating supervisor will periodically provide status reports to the complainant. The Chief of Police or his/her designee shall notify the complainant concerning the status of their complaint against the Department or any of its employees upon conclusion.

VIII. VALIDITY AND TIMELINESS OF COMPLAINTS:

1. Complaints by Persons Under the Influence of Alcohol or Drugs: When a person who is noticeably intoxicated or impaired wishes to make a complaint, he or she shall be encouraged to wait until the earliest opportunity after he or she has regained sobriety to do so. When the receiving officer determines the circumstances require immediate action, preliminary details of a complaint should be taken by the officer, when available, regardless of the person's sobriety. In that event, the Professional Standards designee should re-interview the person after he or she has regained sobriety.
2. Delayed or Untimely Complaints: Complaints of misconduct or malfeasance shall be accepted regardless of when the alleged misconduct or malfeasance is alleged to have occurred. However, the timing of a complaint is one of the circumstances that the Plainfield Police Department may consider in determined whether misconduct or malfeasance can be reliably substantiated and, if so, the nature and extent of discipline to be imposed. Where a delay in reporting alleged misconduct may call into question the veracity of the complainant, or has resulted in the loss or destruction of evidence or the inability to locate witnesses due to the passage of time, the facts and circumstances should be detailed in the report. Although allegations of criminal behavior may be made past the expiration of the applicable statute of limitations and criminal prosecution may no longer be possible, a criminal violator may still be accountable administratively.
3. Complainant Who Fears Retaliation Associated With Filing A Complaint: If a complainant expresses fear of retaliation as a result of filing a complaint they must be assured that those fears will be taken seriously. Complainants should be asked to provide the basis for their concerns, if possible, and the information provided should be noted in the complaint. This will allow the unit, supervisor or Professional Standards designee to be aware of these fears and develop reasonable strategies to assist the complainant in dispelling those fears.

IX. DISPOSITION STANDARDS

1. For each charge of allegations of misconduct or malfeasance which forms the basis for an Professional Standards investigation, such charge or allegation shall be classified upon closing of the investigation in one of the following:
 - A. Exonerated: There is sufficient evidence which indicates an incident did occur, but the actions were justified, lawful, and proper.

This policy/general order of the Plainfield Police Department may be amended as necessary to ensure its compliance with all applicable state and general laws and regulations. The Plainfield Police Commission is aware that changes in state and federal laws and regulations may require that this policy be amended from time to time. Therefore, the Plainfield Police Commission, without prior approval or review accept any changes to this policy that maintains its compliance with all applicable state and federal laws and regulations.

- B. Unfounded: The investigation determined by a preponderance of the evidence that the misconduct or malfeasance complained of did not occur.
- C. Not Sustained: The investigation was unable to determine a preponderance of the evidence whether or not the misconduct or malfeasance complained of occurred, or whether or not it was committed by the subject of the investigation.
- D. Sustained: The investigation determined by a preponderance of the evidence that the misconduct or malfeasance complained of occurred and that it was committed by the subject of the investigation.
- E. Misconduct Not Based on Original Complaint: The investigation determined by a preponderance of the evidence that other misconduct to malfeasance which was not the basis for the original investigation occurred, was discovered during the course of the original investigation, and was committed by the subject of the investigation.
- F. Complaint Withdrawn: At some point prior to the completion of the investigation, the complainant notified the agency that he/she wished the investigation to be discontinued and concurrence for this action was obtained from the Chief of Police. **A withdrawal of a complaint does not prohibit the agency from completing an investigation.**
- G. Summary Action: Disciplinary action in the form of an oral reprimand, or counseling documented in writing, was taken by an employee's supervisor or commander for minor violations of department rules, policies or procedures as defined by this agency. Summary actions are the lowest of disciplinary action or remediation.
- H. Reconciled: At the discretion of the Chief of Police, the process of reconciliation may be encouraged in lieu of any of the above dispositions. When authorized, by the Chief of Police, supervisors receiving complaints shall to the extent possible, bring together the complainant and the officer or employee involved in minor violations and attempt reconciliation. This may be used where the complaint is from a misunderstanding on the part of the affected officer, employee or the complainant. Reconciliation may be employed for complaints of a minor nature that do not discredit the employee or agency, does not involve a commission of a crime, and does not involved allegations of racism, bigotry or prejudice against any race, religion, creed, national origin, sexual orientation, or circumstances beyond the individual's control.
 - 1. Reconciliation must be documented through the chain of command to the Chief of Police or designee. Reconciliation does not preclude further corrective action on the part of the agency.

X. RESPONSIBILITIES OF PROFESSIONAL STANDARDS INVESTIGATORS

1. If a disposition of "Sustained" or "Misconduct Not Based on Original Complaint" is determined in the complaint, the investigating supervisor shall make a recommendation to the Chief as to disciplinary action.
2. The investigator shall forward the file to the Chief of Police for final approval and disposition.

This policy/general order of the Plainfield Police Department may be amended as necessary to ensure its compliance with all applicable state and general laws and regulations. The Plainfield Police Commission is aware that changes in state and federal laws and regulations may require that this policy be amended from time to time. Therefore, the Plainfield Police Commission, without prior approval or review accept any changes to this policy that maintains its compliance with all applicable state and federal laws and regulations.

3. All complaints shall be routed directly to the Captain, who shall review the circumstances, and who may refer employee misconduct of a minor nature back to the line supervisors for investigation. Serious violations will be assigned to the Captain.
4. The Chief may consult with the Town Attorney or other legal counsel in any investigations involving alleged criminal conduct by an employee.

XI. RELIEF FROM DUTY

1. Supervisors may relieve an officer from duty pursuant to this policy under the following circumstances:
 - A. Employee conduct personally observed by or reported to the supervisor which is criminal, extremely serious in nature and/or creates potential harm to the employee and/or the Department.
 - B. The employee is unfit for duty due to physical or psychological reasons (i.e., intoxication, shots fired incident, use of deadly force, improper uniform, conduct unbecoming, etc.)
2. Any employee receiving a temporary administrative relief from duty will be required and directed to report to the Chief of Police at 9:00 A.M. the next business day unless otherwise directed by the Captain and/or Chief of Police. The supervisor imposing the relief from duty shall also appear at this time with all the necessary reports. The Chief will review the case and make a determination as to what action is to be taken.
 - A. Any employee so relieved from duty shall receive pay for the duration of the employee's leave unless otherwise notified by the Chief.

XII. EVIDENCE COLLECTION

1. The Chief of Police can direct any employee to submit to any medical or laboratory examination or polygraph when the actions are material and relevant to a specific internal investigation.
2. When there are indications that an officer is on duty under the influence of alcohol and/or drugs, the officer will be required to submit to a field sobriety and blood and/or urine tests.
3. A blood and/or urine test may be required of any employee when there is probable cause to believe that the employee is using an illegal drug or controlled substance either on or off duty.
4. Employees will be required to submit to any other type of medical or laboratory examination pursuant to an internal investigation. All such tests will be at the expense of the Department. If an employee refuses to submit to a test for alcohol or drugs, then:
 - A. The supervisor will immediately relieve the employee from duty for failure to cooperate in an administrative inquiry.
 - B. The employee must immediately relinquish his/her badge, agency weapon, agency ID, and Connecticut Certification Card.

This policy/general order of the Plainfield Police Department may be amended as necessary to ensure its compliance with all applicable state and general laws and regulations. The Plainfield Police Commission is aware that changes in state and federal laws and regulations may require that this policy be amended from time to time. Therefore, the Plainfield Police Commission, without prior approval or review accept any changes to this policy that maintains its compliance with all applicable state and federal laws and regulations.

- C. A report will be forwarded to the Professional Standards Officer, who will immediately notify the Chief of Police.
5. Employees may be required to submit to photographs or participate in a lineup as part of an internal investigation.
6. Employees may be required to submit to financial disclosure statements when it is material to an investigation.
7. An employee's immediate family will not be required to give any statement.

XIII. RIGHT OF OFFICERS TO LEGAL REPRESENTATION

1. In an administrative investigation, an employee who is being interrogated concerning an incident or action which may subject him/her to disciplinary action has the right to have the Union Steward or representative present. However, this shall not unreasonably delay the completion of the interrogation.
2. In a criminal investigation, an employee who is considered a criminal suspect shall have the right to counsel and have counsel present. This will be at the employee's expense and on his/her own time.
3. As a general policy, an employee will be allowed to consult legal counsel during any phase of an Professional Standards investigation. This will be at the employee's expense and on his/her own time.

XIV. PROFESSIONAL STANDARDS RECORDS

1. All records pertaining to Professional Standards investigations will be maintained in a secure file under the control of the Chief of Police. These records are confidential.
2. As part of the Department's annual report to the Board of Police Commissioners, the Chief will compile a statistical summary based upon records of Professional Standards investigations. The annual report is available to employees and to the public, upon request.

XV. OFFICER COMMENDATIONS

1. Officer commendations shall be accepted no matter the manner received (consistent with that of a complaint). Commendations can be documented on a "Commendation/Complaint Form". All commendations shall be forwarded to the Captain of Police and filed in the officer's personnel record. All commendations will be accepted despite how minor or major they appear. If warranted the officer shall be awarded for his actions consistent with that of award issuing procedures. All members of the department shall be notified of commendation for fellow officers can recognize the officer's excellent performance.

XVI. TRAINING

This policy/general order of the Plainfield Police Department may be amended as necessary to ensure its compliance with all applicable state and general laws and regulations. The Plainfield Police Commission is aware that changes in state and federal laws and regulations may require that this policy be amended from time to time. Therefore, the Plainfield Police Commission, without prior approval or review accept any changes to this policy that maintains its compliance with all applicable state and federal laws and regulations.

1. All supervisory personnel will be required to attend training on the department's Complaint Policy and the responsibilities of supervisors conducting internal investigations upon the implementation of this policy.
2. All supervisory personnel will be required to attend periodic refresher training, as determined by the department, regarding the policies and procedures contained herein and professionally accepted practices related to conducting internal investigations.

XVII. PUBLIC INFORMATION AND ACCESS

1. The Chief of Police will ensure the following:
 - A. Ensure informational materials are made available to the public through police personnel, the police department facility, the police agency web site, and general accessible community establishments.
 - B. Ensure that copies of this policy and complaint forms are available at the Plainfield Town Hall or another municipal building located within the municipality served by the law enforcement agency, other than a municipal building in which the law enforcement agency is located. This information should include relevant phone numbers and any addresses where complaints can be made. This information must explain the complaint process in English and Spanish.
 - C. The complaint policy and forms should be made available online where the agency or the municipality served by the law enforcement agency, has an internet website.

Will The Police Really Be Impartial When They Investigate Their Own Officers Or Employees?

Yes, the question goes right to the heart of what professional policing is all about. We strive to ensure quality performance from all our officers and employees who represent our department and the Town of Plainfield. We want the public to know that we do not tolerate misconduct. Even perceived tolerance of employee misconduct will lead to a breakdown of public trust which would adversely affect the ability of the police department to function properly.

Does Plainfield Receive Many Complaints About Its Officers?

No. We respond to over 13,000 calls for service each year, handle tens of thousands of telephone calls, and experience thousands of other service related interactions with the public. Less than one half of one percent actually results in complaints regarding employee's conduct and behavior.

The task of policing today's society is demanding and challenging. The Plainfield Police Department will continue to demand the highest standards of service and performance from our employees.

Realizing that it is not possible to enforce the rules of society without incurring some animosity, we will endeavor to protect our employees from unwarranted and false complaints, and protect our citizens from unwarranted and inappropriate mistreatment.

Through this entire process, we will work to maintain your trust and support and develop a real working partnership with our community. Input from citizens helps to ensure that these high standards are constantly being met.

The Plainfield Police Department is sincerely interested in rewarding outstanding performance and taking immediate action in those instances where an employee fails to meet our high standards of conduct.

This pamphlet has been prepared to acquaint you with the operation of the Plainfield Police Department's citizen commendation and complaint processes. The mission of the department is really quite simple: ***To earn and protect the public trust.*** In doing so, we have created a method for the public to officially recognize and praise the efforts of our employees, in addition to having a system to bring to our attention complaints and concerns about our performance and behavior.

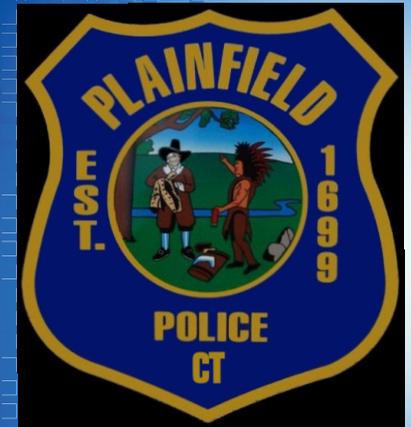
The men and women of the department understand that our greatest resource and asset is the support and assistance given by the community we serve. Naturally, this relationship, or "partnership" as we think of it, with the citizens of Plainfield is something we must constantly strive to protect. This is a responsibility shared by every member of the department and it is the primary task of the citizen complaint process.



Honorable Service

"We believe the profession we have chosen is honorable; the service we provide is essential. To supply that service in a manner other than honorably is unacceptable."

Plainfield Police Department



Citizen Commendation and Complaint Procedure

Michael G. Surprenant
Chief of Police

210 Norwich Road
Plainfield, CT 06374
(860) 564-0804

www.plainfieldctpolice.com

How Do I Commend Or Compliment The Performance Of a Police Department Employee?

Coming in person to the police station located at 210 Norwich Road, or by calling the Plainfield Police Department's non-emergency number (860) 564-0804, or mailing comments directly to the Chief of Police at 210 Norwich Road, Plainfield, CT 06374.

When a commendation is received verbally, it will be documented and forwarded through the chain of command to the Chief of Police. Letters of commendation from citizens are posted for all department employees to view. The employees of the Plainfield Police Department appreciate the effort and consideration of concerned citizens who take the time to commend our employees.

Here are some of the most common questions and concerns expressed by the public about the citizen's complaint process.

How Do I Make A Complaint About The Performance Or Behavior Of a Police Department Employee?

Complaints will be accepted from any source and may be made anonymously, in person, or by telephone. While the department does accept anonymous complaints, an investigation generally cannot proceed based solely on anonymous uncorroborated information, unless the allegation can be confirmed by an independent source. Preferably, complaints should be made in person by the individual directly making the allegation.

The department accepts complaints made against police officers, civilian employees, part-time and volunteer workers, and other agents of the department. A citizen can initially speak to any supervisor, or the Office of Professional Standards, about an allegation or the complaint process, but the citizen will be referred to the immediate supervisor or the Professional Standards Officer, depending upon the seriousness of the allegation. An appointment will be made for you, and you are free to bring with you anyone of your choosing.

When making a complaint, simply relate the facts as you know them. Don't attempt to add to or embellish your complaint.

What Happens When I Make A Complaint?

If the complaint is for a serious matter, such as unnecessary or excessive use of force, false arrest or violation of a specific criminal statute, the Professional Standards Officer will investigate the complaint.

Less serious matters, such as rudeness, discourtesy, and minor infractions of the rules, regulations, policies or procedures will be investigated by the employee's immediate supervisor. Investigators then forward the findings to the Chief of Police, who may hold an administrative hearing on the matter. Based on the results, the complaint can either be sustained or not sustained. If sustained, the Chief of Police will determine type of sanction to be imposed upon the employee. Sanctions may include retraining, counseling, reprimand, suspension without pay, transfer, reassignment, demotion, and/or dismissal.

Is Something Done On All Complaints?

Yes. All complaints are initially documented on a Citizen Complaint Form and thoroughly examined and investigated consistent with Departmental and Town policy, labor agreements, and State law.

What Does The Professional Standards Office Do?

Members of the Professional Standards Unit report directly to the Chief of Police and have the responsibility of coordinating the investigations of serious allegations of misconduct; including:

- Allegations of unnecessary force used by an employee in the performance of duty.
- Any allegation of criminal conduct by a member of the department.
- Allegations of false arrest.
- Allegations of serious misconduct or misbehavior.

What Happens After An Investigation Is Completed?

After your complaint has been investigated, the investigating officer will notify you of the results. If you still disagree with the specific findings, you may request a meeting with the Chief of Police. You may bring an advocate with you, however, this is an informal meeting and excessive numbers of persons tend to diminish effective communications.

You should also know that making a complaint in no way limits your ability or right to pursue any other complaint forums if you feel that you have been wronged. Every complaint that involves a possible violation of a law is automatically reviewed for possible referral to the States Attorney's Office.

What Rights Do Police Officers And Other Employees Have When A Complaint Is Made Against Them?

Police employees are protected under their respective labor agreements, any applicable state and Federal statutes, and Department and Town policy. These provisions provide that employees shall not be subjected to harassment, intimidation, and threats from supervisors, or unreasonable periods of interrogation. They also have a right to counsel or union representation during the investigation.

Am I At Risk When I Make A Complaint Against A Police Employee?

Absolutely not! You will be treated courteously and need not fear any type of intimidation from any member of the department. However, if you deliberately make a false complaint against an officer, you could be prosecuted criminally and/or be held civilly liable.



Plainfield Police Department Commendation / Complaint Form

210 Norwich Road
Plainfield, CT 06374
www.plainfieldctpolice.com

Office Use Only:

IA#: _____

Initials: _____

Date: ____/____/____

Instructions: If you would like to praise a Plainfield Police Department employee, or file a complaint against a police employee, please write legibly and fill out this form. Personal information will not be disclosed to the public, unless required by law. You can submit this form by mailing or returning it to the Plainfield Police Department at the address given at the top of this page.

I wish to file a (please check one): Commendation Complaint

If you are filing a complaint, indicate the type of complaint you wish to file (you must check one):

Formal Complaint: Involves a serious allegation of misconduct, and I want my complaint officially investigated, for which discipline may be imposed, if the allegation(s) are sustained.

Informal Complaint: Involves a minor complaint or concern, and I only want my complaint/concerns on record. I understand it will be for informational purposes only, will not be formally investigated. However the matter will be discussed with the employee(s) involved.

Information about you

LAST NAME		FIRST NAME	M.I.	DATE OF BIRTH / /
STREET ADDRESS and APT#		CITY	STATE	ZIP CODE
HOME PHONE () -	WORK PHONE () -	CELL PHONE () -		SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE

Are you filing this on behalf of someone else? Yes No *If Yes, then complete this section*

WHAT IS HIS/HER LAST NAME?	FIRST NAME	AGE	SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
STREET ADDRESS and APT#	CITY	STATE	ZIP CODE
WHAT IS HIS/HER RELATIONSHIP TO YOU?	HOME PHONE () -	WORK / CELL PHONE () -	

Information about the incident

LOCATION OR ADDRESS OF INCIDENT	DATE OF INCIDENT / /	TIME OF INCIDENT : AM / PM	
WITNESS LAST NAME	FIRST NAME	AGE	SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
WITNESS ADDRESS	CITY	STATE	PHONE () -
NAME OR ID# OF OFFICER OR EMPLOYEE	NAME OR ID# OF OFFICER OR EMPLOYEE		

Nature of action: Check all that apply and briefly describe what happened on a separate sheet of paper (date & sign it)

<input type="checkbox"/> Extremely helpful	<input type="checkbox"/> Excessive and/or improper use of force	<input type="checkbox"/> Rudeness, discourtesy, and offensive language
<input type="checkbox"/> Very caring/empathetic	<input type="checkbox"/> False arrest	<input type="checkbox"/> Violation of civil rights
<input type="checkbox"/> Professional conduct	<input type="checkbox"/> Unlawful search and/or seizure	<input type="checkbox"/> Bias-based profiling
<input type="checkbox"/> Did a great job	<input type="checkbox"/> Dishonesty and untruthfulness	<input type="checkbox"/> Department procedures or tactics
<input type="checkbox"/> Made an extra effort	<input type="checkbox"/> Corruption	<input type="checkbox"/> Other

I attest that the above information and my statement is true and correct to the best of my recollection

Signature: _____

Date: ____/____/____

The citizen has received a copy of this page and a Commendation/Complaint Brochure.

Officer's ID#

FOR DEPARTMENT USE ONLY: To be completed by the Supervisor or Unit receiving or initiating a complaint

	CATEGORY	DESCRIPTION
<input type="checkbox"/>	CLASS 1	Allegations that have the potential of damaging the reputation of the Department or its personnel and generally include, but are not limited to, allegations of serious misconduct, serious violations of <i>Standards of Conduct</i> and other written directives, or criminal conduct.
<input type="checkbox"/>	CLASS 2	Allegations that generally include, but are not limited to, allegations of a non-serious nature and violations of <i>Standards of Conduct</i> and other written directives of a non-serious nature.
<input type="checkbox"/>	CLASS 3	Minor complaints by a citizen desiring to make an informal complaint against an employee of a minor nature, generally involving an employee's conduct and/or behavior.
<input type="checkbox"/>	CLASS 4	Minor complaints by a citizen who contacts the Department questioning or informally complaining about a procedure or tactic used by the Department or its employees

Signature of Supervisor receiving / initiating the complaint

OFFICER: _____ ID#: _____ DATE: ____/____/____

Forward this report to the Police Captain for review

Signature of Captain

OFFICER: _____ ID#: _____ DATE: ____/____/____

To be completed by the Captain

	CASE ASSIGNED TO	DATE ASSIGNED	DATE COMPLETED
<input type="checkbox"/>	UNIT / SHIFT LEVEL		
<input type="checkbox"/>	PROFESSIONAL STANDARDS UNIT		
<input type="checkbox"/>	NO INVESTIGATION NEEDED (3 or 4 only)		
<input type="checkbox"/>	COMMENDATION ONLY		

To be completed by the Captain and forwarded to the Chief of Police for approval

	FINDING	DATE COMPLETED
<input type="checkbox"/>	EXONERATED	
<input type="checkbox"/>	UNFOUNDED	
<input type="checkbox"/>	NOT SUSTAINED	
<input type="checkbox"/>	SUSTAINED	
<input type="checkbox"/>	MISCONDUCT NOT BASED ON ORIGINAL COMPLAINT	
<input type="checkbox"/>	COMPLAINT WITHDRAWN	
<input type="checkbox"/>	POLICY FAILURE/SUMMARY ACTION/RECONCILED	

Signature of Chief of Police

CHIEF OF POLICE: _____ DATE: ____/____/____