

UNIVERSITY POLICE DEPARTMENT

Complaint Procedure

It is the policy of this department to provide a thorough, fair, and expeditious disposition of complaints about the conduct of its employees. Further, it is the policy to invite individuals to bring to the department's attention complaints about its employees whenever that person feels the employee acted improperly.

Important Points

- 1. Remember, a quality investigation takes time. Please be patient. Your case must be prepared so carefully that it could stand up in court if necessary.
- You are protected in your right to file a complaint! It is unlawful for anyone to harass, intimidate, or penalize you in any manner, or otherwise take action against you because you filed a complaint. If you find yourself a target of harassment, call your investigator immediately.
- 3. Details are important. Try to remember all details and report them to your investigator. Do not try to decide for yourself what is or is not important. Leave that to the specially trained investigator.
- 4. Keep us aware of any changes in your address. We need to be able to reach you at all times.
- 5. You will be required to swear or affirm that the information presented is true to the best of your knowledge.

Can I file a complaint?

If you have been the victim or witness of an act of abusive language, improper police conduct, harassment, or excessive force, or injury allegedly resulting from excessive force caused by a police officer, you may file a complaint.

How long do I have to file a complaint?

It is important that you file a complaint as soon as possible, so that the events are still fresh in your mind.

If you file a complaint of **excessive force**, you have **ninety days** from the date of the incident to file.

For filing a complaint on acts of abusive language, harassment, false arrest, and false imprisonment, you have one year from the date of the incident to file.

How do I file a complaint?

- A. You may verbally report improper police conduct to the on-duty shift supervisor/OIC, who will attempt to resolve the matters if complaints are relative to differences of opinion between officers and citizens over the issuance of traffic citations, or criminal citations.
- B. You may file a written complaint in person at Coppin State University Police
 Department Headquarters located at 2500 W. North Avenue; PEC Building, Suite
 272; Baltimore, Maryland 21216. (Administrative hours: Monday thru Thursday
 8am 4:30pm, Friday 8am 3pm)
- C. You may obtain a complaint form online at https://www.coppin.edu/police. Completed forms can be submitted by mail to the above address.

What do I do when I file a complaint?

To file a complaint, you will fill out and sign a form that is witnessed by a notary public. The form has several questions including your name, age, address, the date of the incident, the name of the accused officer, the place of the incident, witnesses to the incident, and a statement of what happened.

What happens after I file a complaint?

After the investigation is completed one of the following determinations will be made:

- A. **Not Sustained** dispositions conclude that investigations failed to discover sufficient evidence to clearly prove or disprove a violation of directives.
- B. **Sustained** dispositions conclude that sufficient evidence exists to clearly prove violations of directives.
- C. **Exonerated** exists when the alleged actions taken are true but were lawful and in keeping with policy, protocol, or directives.
- D. **Unfounded** the investigation reveals the allegation is false or not factual.

What are my responsibilities after filing a complaint?

Once you file a complaint, it is your responsibility to cooperate with the investigating authority. You should make every effort to keep appointments and to provide information as requested. Remember, your case cannot be processed unless you and your witness(es) follow through with the process.

How is the final decision made?

The final decision making responsibility for discipline in any complaint rests with the Police Chief. The Chief, however, cannot take final action until he has reviewed the recommendation of a hearing board if one has been selected.

Will I be notified of the outcome?

Yes, complainants will be advised of the final determination and what disciplinary action was taken, if any.

COPPIN STATE UNIVERSITY POLICE DEPARTMENT

2500 W. NORTH AVENUE; PEC SUITE 272 BALTIMORE, MARYLAND 21216 410-951-3900

Coppin State University Police			Office Use Only:			Office Use Only: Completed by		
Department of Public Safety Statement of Incident/Employee Performance			INV#			() Citizon	() Agangy Employee	
Your Name: (First Middle Last)			Your Date of Birth		() Citizen Today's Date	() Agency Employee		
			1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2					
Permanent Home Address - Street, Apt.			City, State, ZIP				Cell Phone	
Local or Business Address - Street, Apt.			City, State ZIP			(Bus. Phone)	E-mail address	
Successive					,			
Date, Time & Loca-	Date	Time	Location (Address or describe location in detail)					
tion of Incident			, , , , , , , , , , , , , , , , , , ,					
Names, addresses & phone numbers of any witnesses to the incident. Use area below if additional space is needed.								
Name		Address: Street, Apt.	pt. # City, State,		City, State, Z	ZIP	Phone	
Name		Address: Street, Apt.	Apt. # City, State, 2		ZIP	Phone		
What are the names, ID numbers, car numbers, or descriptions of the poli								
what are the names, ID	numbers, car numbers	s, or descriptions of the p	2.	voived (a	s best as you c	an remember).		
1.			2.					
3.			4.					
Do these personnel work for the Coppin State University Police? () Yes () No (Unknown								
Do these personnel work for another police agency? No Unknown Yes – Department: What is your statement pertaining to employee performance? Describe in your own words what happened (Use extra paper if necessary)								
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I hereby affirm that the facts and matters contained herein are true and correct to the best of my knowledge and belief.								
Complainant's Printed Name	true and correct to the best of my knowledge and benefi-							
This information is not intended to discourage legitimate complaints against police officers. The validity of a thorough investigation depends upon timely and truthful information. The Annotated Code of Maryland provides criminal penalties of up to \$500 fine and six months imprisonment for persons who knowingly make false state ments, reports or complaints, or who cause reports or complaints to be made to polic officers with intent to deceive and with intent to cause investigations or other actions to be taken.	re l							
Individuals wishing to protect their right to an investigation encouraged to comply w								
The Annotated Code of Maryland provides that complaints against law er ties, may not be investigated unless complaints are duly sworn to by aggri lies, or by persons with firsthand knowledge obtained as a result of their guardians in the case of minor children before officials authorized to admi for brutality may not be initiated and actions may not be taken unless comp "I do solemnly declare and affirm under the penalty of perjury that I have replaint and the contents of this document are true and correct to the best of the state o	inforcement officers, alleging brutality in the execution of their dueved persons, members of the aggrieved persons' immediate famipresence at and observation of alleged incidents, or by parents or nister oaths. Investigations which could lead to disciplinary action plaints are filed within 90 days of the alleged brutality.							
Signature (in presence of Notary)	Date							
Sworn to before me and subscribed in my presence this								
Notary Public	State of Maryland (seal)							
M	ly commission expires, 20							