

## **WHAT IS A COMPLAINT?**

A complaint is defined as: An allegation of employee misconduct, which may include violations of departmental policies, procedures, or federal, state, and local laws. A complaint may originate from a citizen or another employee. The DALTON POLICE DEPARTMENT is dedicated to providing exceptional service to its citizens through a problem solving approach, emphasizing a commitment to EXCELLENCE THROUGH TEAMWORK. Police employees are carefully selected, held to the highest standards and provided with the best training available. The purpose of the Professional Standards Unit is the diligent pursuit of the truth. We are committed to that objective, recognizing that our agency's credibility depends upon the community's belief that we can police ourselves. With that in mind, we provide the following information regarding how you can file a complaint, how a complaint is investigated, and how it is disposed.

## **COMPLAINT PROCEDURE**

It is the policy of the Dalton Police Department to investigate all complaints of alleged misconduct and to equitably determine whether the allegations are valid or invalid and to take appropriate action.

## **HOW TO FILE COMPLAINTS**

A person wishing to file a complaint should contact any Dalton Police officer. The officer or the citizen will complete a Dalton Police Department Complaint Form. The form may be filled out immediately, or you may take the complaint form with you and return it at a later time by mail, in person, or give the completed form to any employee of the Dalton Police Department. You will be notified by the Professional Standards Unit when the matter is under investigation. The complaint will be assigned to a supervisor for investigation. You will be give the name of the officer assigned to conduct the investigation, their contact phone number, and the case number related to the complaint investigation. You may be required to supply additional

information. Once concluded, you will be notified by mail as to the disposition of your complaint.

## **WHAT HAPPENS WHEN A COMPLAINT IS SUBSTANTIATED?**

When the investigation of a complaint reveals the charges are true and should be sustained against the police employee, the department may take one of the following actions depending on the nature of the violation.

1. Counseling
2. Remedial Training
3. Oral Reprimand
4. Written Reprimand
5. Suspension
6. Demotion
7. Termination

## **WHAT HAPPENS IS THE COMPLAINT IS NOT SUBSTANTIATED?**

If there is not sufficient evidence to support the allegation, the investigation is closed and no further action is taken.

## **CONCLUSION**

The Dalton Police Department is vitally interested in the welfare of all citizens and in taking action where its employees have proven derelict in their duties or are guilty of wrong doing. If it becomes necessary for you to make a complaint, you can be assured it will be given a fair and thorough investigation.

By the same token, if you have an occasion to see a police employee doing outstanding work, we encourage you to tell the employee or us about it. The Dalton Police Department is comprised of professionals dedicated to serving you.