Subject: Complaint Summary Report for Calendar Year 2011

(CALEA Standard 52.1.5)

The purpose of this report is to analyze and summarize the data provided by the department’s tracking of complaints against its members. This report is the result of a review of 8 complaints received for calendar year 2011. The data shows the type of investigation engendered by the complaint, the resolution of the complaint, the average resolution period and consequences of the complaint for the member.

All complaints are referred directly to the Chief of Police. Complaints can be lodged in person, by mail or by phone. In the absence of the Chief, the shift supervisor or acting shift supervisor can take a statement regarding the complaint and forward the complaint to the Chief by the next working day. The Chief of Police will assign and investigator or supervisor to complete an investigation regarding the complaint and forward a subsequent report to the Chief regarding the investigation outcome.

The police department’s complaint log reflects 21 entries for calendar year 2011. 13 of these entries concern personnel grievances, pursuits and use of force reports, which are not germane to the complaint analysis. In 2011, officers responded to 15,252 calls for service. They affected 458 arrests and issued 1565 Virginia Uniform Summons’. There were 8 complaints made against officers.

For 2011, this results in a ratio of 1 complaint for every 1910 calls for service (Note that in the majority of all calls for service there are multiple citizen contacts). This ratio reflects favorably upon our departments documented interactions with the community we serve. The ratio would be even more favorable if the many undocumented contacts our officers have with citizens on a daily basis to include field and telephone contacts could be documented.

Factors to consider when reviewing this report:

There are numerous occasions when a person commits a violation of law but can be released on a Virginia Uniform Summons. When reviewing the number of summons’s and the number of arrests consider that the majority of all arrests are released on a summons and therefor there are numerous occasions where a summons and an arrest are counted in both categories but are from the same incident.

As noted above, on average there are multiple citizen contacts in a call for service. When responding to render assistance to a member of the community an officer will often be contacting complainants, victims, witnesses and offenders all in the same call for service.

These numbers (calls for service, arrests and summons’s) reflect calls from both the University community as well as the public use spaces (i.e. Patriot Center, Center for the Performing Arts, Hylton Performing Arts Center etc..) and demonstrate the amount of contacts that members of the University Police Department have with members of the University community as well as the visitors to our campus’s.
## Complaint Summary Report for Calendar Year 2011

**Disciplinary Action Summary**

<table>
<thead>
<tr>
<th>Complaint #</th>
<th>Date of Complaint</th>
<th>Type</th>
<th>Resolution</th>
<th>Sanction or Corrective Action</th>
<th>Date of Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-C-001</td>
<td>02/27/2011</td>
<td>Disrespectful</td>
<td>Not Sustained</td>
<td>N/A</td>
<td>03/07/2011</td>
</tr>
<tr>
<td>2011-C-002</td>
<td>04/11/2011</td>
<td>Harassment</td>
<td>Unfounded</td>
<td>N/A</td>
<td>05/05/2011</td>
</tr>
<tr>
<td>2011-C-003</td>
<td>02/02/2011</td>
<td>Disrespectful</td>
<td>Unfounded</td>
<td>N/A</td>
<td>02/11/2011</td>
</tr>
<tr>
<td>2011-C-004</td>
<td>05/12/2011</td>
<td>Inappropriate Action</td>
<td>Not Sustained</td>
<td>N/A</td>
<td>07/27/2011</td>
</tr>
<tr>
<td>2011-C-005</td>
<td>07/11/2011</td>
<td>Inappropriate language</td>
<td>Not Sustained</td>
<td>N/A</td>
<td>07/12/2011</td>
</tr>
<tr>
<td>2011-C-006</td>
<td>09/12/2011</td>
<td>Disrespectful</td>
<td>Not Sustained</td>
<td>N/A</td>
<td>01/10/2012</td>
</tr>
<tr>
<td>2011-C-007</td>
<td>09/25/2011</td>
<td>Inappropriate action</td>
<td>Resolved</td>
<td>N/A</td>
<td>Date not provided</td>
</tr>
<tr>
<td>2011-C-008</td>
<td>Date not provided</td>
<td>Rude</td>
<td>Resolved</td>
<td>N/A</td>
<td>08/14/2011</td>
</tr>
</tbody>
</table>

General Order 52 – Internal Investigations defines the disposition type regarding complaints made against department employees. The aforementioned dispositions are defined as follows:

- **Exonerated** – allegations have been verified, but actions resulted from adherence to proper and appropriate police procedures and techniques.
- **Sustained** – allegations true and disciplinary action taken,
- **Not Sustained** – unable to verify truth of the matters under investigation.
- **Unfounded** – no truth to the allegations

For 2011 a separate resolution category is added to show that a complaint was resolved without a previously mentioned resolution. Resolved incidents come after the Chief of Police meets with a complainant and closes out the complaint with no further action taken.
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Concerning the 8 entries that are not tracking personnel grievances, pursuits or use of force reports in the 2011 complaint log, the following information is provided:
There were 2 complaints that were deemed to be Unfounded.
There were 2 complaints that were Resolved.
There were 4 complaints that were Not Sustained.

Finally, it was noted that 2 of the complaints lodged against department employees went beyond the thirty day target completion as established by our general orders.

No discernible, negative patterns on the part of officers, or improper procedural issues were identified as a result of this review. The review makes evident that complaints received by this department are handled with requisite gravity and concern. The department will continue to monitor the types of complaints being made against the agencies employees and provide guidance and training that seeks to enhance relationships with the community we serve.