

**Subject: Complaint Summary Report for Calendar Year 2012**

(CALEA Standard 52.1.5)

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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 15 complaints received for calendar year 2012. 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 an investigator or supervisor to complete an investigation regarding the complaint and forward a subsequent report to the Chief regarding the investigation outcome.

The police departments' logs (Use of Force, Pursuit, Grievances, Complaints & Internal Audit) reflects 40 entries for calendar year 2012. 15 of these entries concern personnel grievances, pursuits and use of force reports, which are not germane to the complaint analysis. In 2012, the University Police recorded 22,759 calls for service. They affected 661 arrests and issued 1524 Virginia Uniform Summons'. There were 10 Internal audits and 15 complaints made against officers; 2 of which were elevated to Internal Audits.

For 2012, this results in a ratio of 1 complaint for every 990 calls for service (Note that in the majority of all calls for service there are multiple citizen contacts). This ratio reflects favorably upon our department's 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 summonses and the number of arrests, consider that the majority of all arrests are released on a summons and therefore 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 summonses) 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 campuses.

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Disciplinary Action Summary

<b>Complaint #</b>	<b>Date of Complaint</b>	<b>Type</b>	<b>Resolution</b>	<b>Sanction or Corrective Action</b>	<b>Date of Resolution</b>
2012-C-001	01/11/2012	Improper Conduct	Not Sustained	N/A	01/11/2012
2012-C-002	01/24/2012	Improper Conduct	Sustained	Verbal Counsel	01/24/2012
2012-C-003	02/13/2012	Disrespectful	Not Sustained	N/A	03/8/2012
2012-C-004	03/07/2012	Rudeness	Not Sustained	N/A	03/23/2012
2012-C-005	03/20/2012	Disrespectful	Elevated to IA	N/A	04/06/2012
2012-C-006	05/04/2012	Review Process	Unfounded	N/A	05/07/2012
2012-C-007	05/07/2012	Improper Conduct	Unfounded	N/A	06/13/2012
2012-C-008	05/11/2012	Improper Conduct	Unfounded	N/A	05/22/2012
2012-C-009	05/30/2012	Lack of Professionalism	Unfounded	N/A	06/04/2012
2012-C-010	09/14/2012	Misinformation	Elevated to IA	N/A	11/20/2012
2012-C-011	09/13/2012	Improper Conduct	Exonerated	N/A	09/14/2012
2012-C-012	10/03/2012	Inappropriate Language	Unfounded	N/A	10/03/2012
2012-C-013	09/27/2012	Lack of Concern	Unfounded	Resolved	09/28/2012
2012-C-014	10/16/2012	Misinformation	Unfounded	N/A	01/07/2013
2012-C-015	10/26/2012	Lack of Professionalism	Unfounded	N/A	10/26/2012
2012-IA-001	02/08/2012	AWOL	Sustained	1 Day suspension	04/04/2012
2012-IA-002	03/09/2012	Rudeness	Sustained	Verbal Counseling	04/04/2012
2012-IA-003	04/10/2012	Out of Jurisdiction	Exonerated	N/A	04/26/2012
2012-IA-004	06/01/2012	Incorrect Information Reported	Unfounded	N/A	11/14/2012
2012-IA-005	07/24/2012	Failure to follow written policy	Sustained	Resigned	09/01/2012
2012-IA-006	07/24/2012	Failure to follow written policy	Sustained	Resigned	09/01/2012
2012-IA-007	08/22/2012	Abuse of state time	Open	N/A	N/A
2012-IA-008	09/06/2012	Rudeness	Sustained	Verbal Counseling	10/01/2012
2012-IA-009	09/14/2012	Misinformation	Exonerated	N/A	11/20/2012
2012-IA-010	11/09/2012	Inappropriate language	Sustained	Group 1 written notice	11/16/2012

**Professionalism**

**Dignity**

**Respect**

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.

In 2011 a separate resolution category was added to indicate that a complaint was resolved without the need of an investigation. Resolved incidents occur after the Chief of Police meets with a complainant and closes out the complaint with no further action taken.

Concerning the 23 entries that are not tracking personnel grievances, pursuits or use of force reports in the 2012 complaint log, the following information is provided:

There were 9 complaints that were deemed to be Unfounded.

There were 3 complaints that were Not Sustained.

There were 3 complaints were Exonerated.

There were 7 complaints that were Sustained.

There is 1 complaint that remains Open.

Finally, it was noted that 7 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.