

HOW DO I MAKE A COMPLAINT?

Anyone can make a complaint.

1. Tell any police supervisor what your complaint is. This can be done in person at any police station OR by telephone. You can also call the Internal Affairs Section Monday through Friday, 8:00 a.m. to 5:00 p.m., at (719) 444-7417, to speak to an Internal Affairs investigator.
2. Your case is then assigned to an Internal Affairs investigator, or a supervisor within the affected employee's chain of command for investigation. An impartial investigation will be completed.
3. Upon completion of the investigation, the report is submitted through the affected employee's chain of command for recommendations.
4. You will be informed of the results of the investigation. Depending on the complexity of the complaint, this process can take several months to complete.

For the fastest assistance, we recommend that you contact the area of town where your encounter with the employee took place. To avoid wait times, an appointment can be made to file a complaint but is not required.

Gold Hill Division (Southwest area)
955 W. Moreno Street **385-2125**

Stetson Hills Division (Northeast area)
4110 Tutt Boulevard **444-3144**

Falcon Division (Northwest area)
7850 Goddard Street **444-7249**

Sand Creek Division (Southeast area)
4125 Center Park Drive **444-7282**

WHAT DOES INTERNAL AFFAIRS DO?

Our mission is to protect the trust given to us by our community. We do this by ensuring all complaints are investigated in a fair and impartial manner.

We believe that a good relationship between the police and the citizens of Colorado Springs, based on confidence and trust, is essential to effective law enforcement.

The Internal Affairs Section is staffed Monday through Friday from 8am – 5pm but a message can be left for the section at any time.

Internal Affairs Section 444-7417

WHAT ELSE CAN I DO BESIDES COMPLAIN TO CSPD?

If you believe you have been the target of discrimination by CSPD employees, you can file a complaint with the Office for Civil Rights. You can learn more at www.ojp.gov.

CITIZEN COMPLAINT PROCEDURE

POLICE DEPARTMENT

705 S. Nevada Avenue
Colorado Springs, Colorado 80903

HOW IS A COMPLAINT INVESTIGATED?

There are many different types of complaints, from complaints that an officer was rude to complaints that officers used excessive force. Depending on the type and nature of the complaint, the investigation will either be assigned to the Internal Affairs Section or to the supervisor of the involved employee(s). Complaints are thoroughly investigated, including interviews with the person making the complaint, the employee(s), any known witnesses, and a review of any other available evidence. The completed investigative report includes the statements by everyone interviewed, any additional documents or evidence, and a narrative summary of the events. The report will show all sides of what happened.

HOW ARE COMPLAINTS CLOSED?

Once the report is completed, it is given to the employee's supervisor. The supervisor will review the entire report. Based on the investigation, the supervisor will decide whether they believe the employee did or did not follow policy. Sometimes there is not enough information to decide one way or another. If the supervisor believes that the employee did something wrong, they will also make a recommendation as to what they believe the discipline should be. This step is then repeated through the chain of command, up to the Deputy Chief.

After being reviewed at all levels of the chain of command, the reports are returned to the Internal Affairs Section, where investigators review the file for accuracy and completeness. The person who made the complaint is notified of the final decision of whether the employee failed to follow policy but is not told what discipline was recommended.

THE 5 WAYS COMPLAINTS ARE CLOSED

Here are the five ways a complaint investigation is closed:

Sustained: There are facts proving misconduct did occur and appropriate disciplinary action will be taken.

There are eight types of disciplinary actions which can be recommended for a sustained case:

- 1) Counseling
- 2) SDR (Supervisor Discussion Record)
- 3) Training
- 4) Written Reprimand
- 5) Suspension
- 6) Demotion
- 7) Reduction in Pay
- 8) Termination

Not Sustained: The allegation cannot be proved or disproved.

Unfounded: There are facts which prove that misconduct did not occur.

No discipline is imposed with these findings but additional training can be required.

Exonerated: The act complained of did occur and it was justified, legal and proper.

Closed by Mediation: A complaint is referred to a professional mediator, who sets up a meeting at a neutral location. This is a structured meeting between the complainant and the involved employee. Cases which are successfully mediated are closed without one of the above classifications being assigned.

No discipline or training is imposed with these findings.

HOW WILL MAKING THIS COMPLAINT AFFECT ME?

Although the employee(s) named in a complaint will be interviewed, they are not allowed to see the investigative report. Complaints are considered confidential and stored in a secure location once completed. The Colorado Springs Police Department respects its citizens and does not tolerate any type of retaliation against anyone involved in a complaint investigation. Any retaliatory acts against anyone involved in an investigation will be dealt with in a serious manner.

Filing a complaint will not affect any current criminal or traffic charges. Please be aware that the complaint investigation process deals solely with matters of department policy and the conduct of its employees. Regardless of the outcome of the complaint investigation, existing criminal or traffic charges must still be dealt with through the courts.

DEPARTMENT USE ONLY:

CSPD SUPERVISOR TAKING THE COMPLAINT
ATTACH BUSINESS CARD HERE

OR FILL OUT THE BELOW INFORMATION

Supervisor Name _____

Badge Number _____

Phone Number _____

Division _____