Artesia Police Department

General Complaint Handling Process

Allegation or Complaint of Misconduct

Accepted using the following methods: written, verbal, phone, fax, email, website, anonymous, unsigned and third party from citizens and goverment employees.

Initial Processing by PSU

Gather copies of reports, criminal complaints, radio logs, any other paper work as well as any recordings connected to the incident.

Compare Gathered Information to Allegations and Report to Chief

Accomplished by PSU

Chief Determines One of Three Possible Actions: Close Minor Complaint, Send to Supervisor for Inquiry or Open Formal Misconduct Investigation

Close Minor Complaint

The allegation is adjudicated by the Chief as sustained, not sustained, unfounded or exonerated. Sustained complaints always have some corrective action completed.

Supervisory Inquiry

Assigned Supervisor gathers evidence and statements and makes recommendations as to disposition and discipline, if warranted.

Formal Misconduct Investigation

Statements and evidence compelled from employees by formally trained IA investigators. Case reviewed by employee's chain of command. Final determination made by Chief as to sustained, not sustained, unfounded or exonerated. Sustained complaints always have some corrective action completed.