



BROWN

Department of Public Safety

Professional Standards Bureau

CITIZEN COMPLAINT REPORT

2008

The Brown University Department of Public Safety seeks to demonstrate a high level of professional performance, enhance and maintain the professional integrity of the department, and promote a high level of community confidence in its operations.

The Professional Standards Bureau is responsible for implementing policy, procedures, and directives that aid the organization and its members to realize those goals.

Lt. Bruce W. Holt

Commander Professional Standards Bureau

The members of the Department of Public Safety are committed to providing quality service to the community in a professional and courteous manner.

DPS offers a variety of methods in which community members may submit feedback about their interactions with DPS officers.

Day to day our officers perform commendable acts of service for the Community at Brown University. We encourage members of the community to submit commendation recommendations to share information about positive experiences and interactions they have had with DPS Personnel. This can be done by visiting our website.

Also, if a member of the Community has been stopped by a member of the Department of Public Safety and they are unsure of the reason or validity of the stop, we invite them to inquire about it. They may do so by filing an inquiry form found on our website which will provide us with details of the stop and a way to contact them.

Our department willingly receives and promptly investigates inquiries and complaints regarding the conduct of officers, or department procedures and services. Complaints are investigated fairly and impartially.

This can be accomplished by stopping by and obtaining a form at the following locations and then mailing or dropping it off to the Department of Public Safety; or online at our website.

http://www.brown.edu/Administration/Public_Safety/index.html

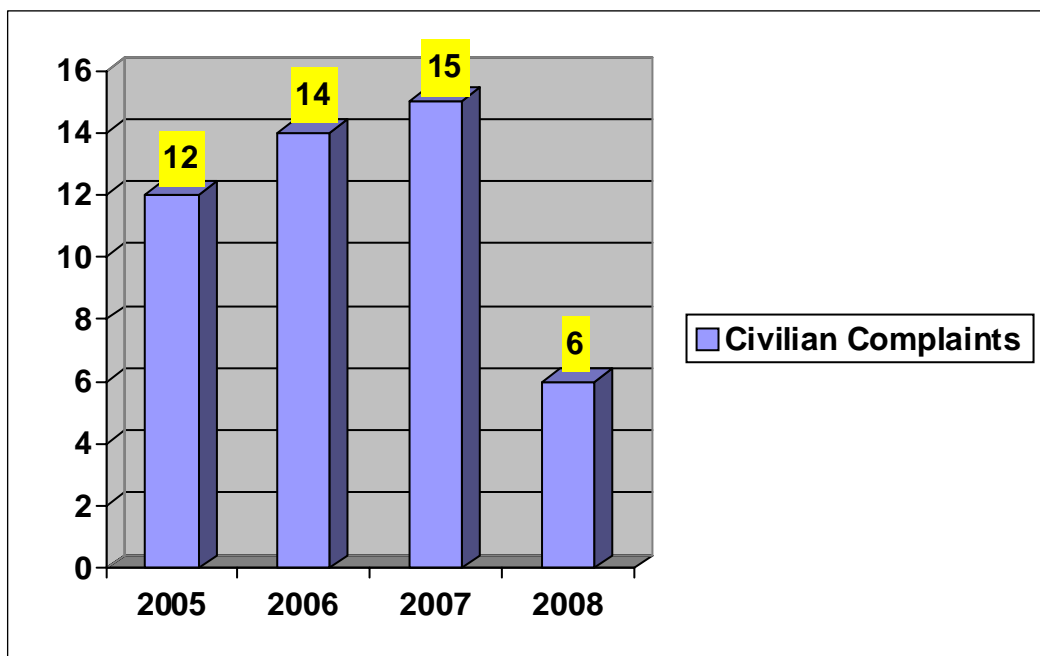
- Public Safety Headquarters front and back lobbies, 75 Charlesfield Street
- Public Safety Communications Center Lobby, 75 Waterman Street
- Student Life Office, 20 Benevolent Street
- Office of Institutional Diversity, Room 419 University Hall

In 2008, the Department of Public Safety documented 35,574 service and emergency calls, and received six citizen complaints. On the pages that follow, you find the complaints received in 2008 and their dispositions along with a comparison to the number of citizen complaints received by the department for the last three years. You will also find an outline of the Citizen Complaint Process and a flow chart depicting the process.

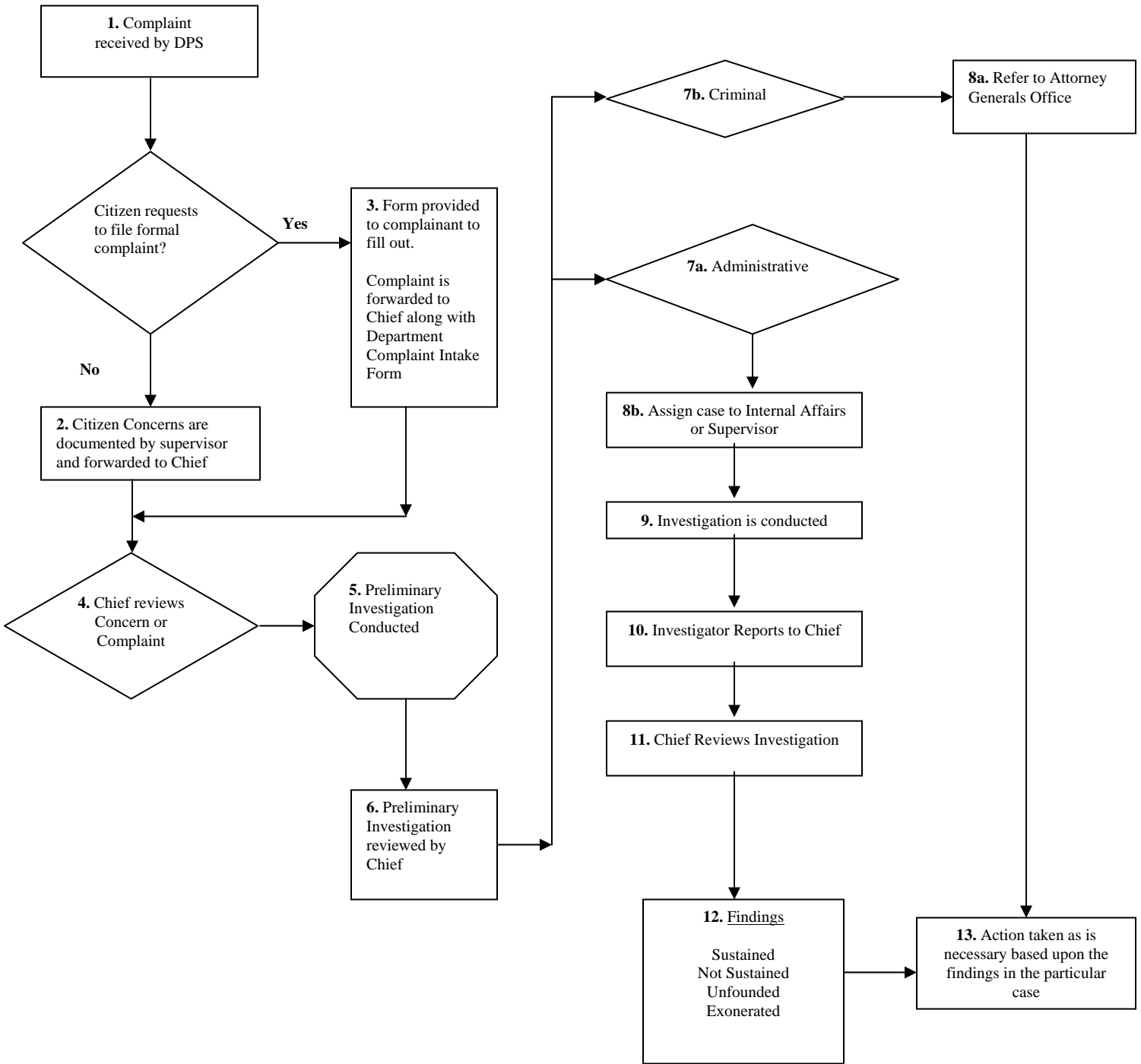
The table below contains the Complaints Reported in 2008

#	Month	Investigation	Finding
1	Mar	Person filed complaint regarding a parking enforcement argument with an officer on the city street	Exonerated
2	May	Alleged unprofessional conduct	Exonerated
3	Sept	Alleged threatening statement made by officer	Exonerated
4	Sept	Alleged call mishandled	Sustained
5	Oct	Alleged unprofessional conduct	Sustained
6	Dec	Alleged unprofessional conduct	Not-Sustained

Civilian complaints for 2008 in comparison to previous three years



DPS Complaint Process Flow Chart



Brown University Department of Public Safety Citizen Complaint Process

1. Citizen complaints or inquiry's, regardless of how received, (in-person, mail, email or telephone) are documented and forwarded to the Chief.

If the complaint is made in person, the Supervisor may interview the complainant to obtain basic facts and circumstances of the complaint.

2. If the complainant **does not** wish to file a formal complaint, the Shift Commander or Shift Supervisor in their absence will document the incident and circumstances, the explanation provided and the complainant's information on a Department Complaint Intake Form and forward the report to the Chief for review. If the chief determines the facts and circumstances warrant, he may open an internal inquiry.
3. If a complainant wishes to file a formal complaint, the Shift Commander or in their absence the Shift Supervisor receiving the complaint shall request the complainant, complete a complaint form. A form will be provided to the complainant or information on how and where the form may be obtained and submitted, will be provided to the complainant. If the complainant is unable/unwilling to access the citizen complaint & inquiry form, the complainant shall be requested to submit a written statement to the Chief.

The Shift Commander or Shift Supervisor in their absence will also request the name, address, and telephone number of the complainant and forward this information, the complainants report (if obtained) along with a written report (on a Department Complaint & Inquiry Intake Form) of the basic facts and circumstances ascertained from the complainant to the Chief without delay.

Forms and information outlining procedures for filing complaints are available to the Community upon request. Information about the complaint process can also be obtained in the lobby area of Public Safety Headquarters, Public Safety's Website, and The Student Handbook. If a citizen requests information on filing a complaint and is not willing to speak about a complaint or says they just want information, employees of the department will provide the citizen with a pamphlet on the process or direct them to the above resources.

4. The Chief reviews all concerns and complaints
5. After review complaints are turned over to Internal Affairs, or assigned to a Supervisor to conduct a preliminary investigation of the complaint. Concerns received by the Chief may be left to the Shift Supervisor to handle, or if the Chief finds the facts and circumstances warrant he may call for an internal review of the matter.
6. The preliminary investigation will be reviewed by the Chief.

7. The chief shall determine
 - a. If the complaint is administrative
 - b. Or if the complaint is Criminal
8. If the Chief determines complaint is:
 - a. Administrative, he may assign the investigation to Internal Affairs or a Supervisor.
 - b. Criminal in nature, he may refer the case to the Rhode Island Attorney Generals Office.
9. A thorough investigation is then conducted.
10. The investigator reports to the Chief on the investigation conducted.
11. The Chief will review the investigation conducted and the recommendations of the investigator.
12. Findings regarding investigations of citizen complaints are listed as one of the four categories as defined below:
 - **Sustained:** the complaint/allegation was valid and supported by sufficient evidence.
 - **Not Sustained:** there was insufficient evidence to either prove or disprove the allegation.
 - **Unfounded:** the allegations of the complaint or incident are false and not factual.
 - **Exonerated:** the incident occurred, but the officer's action was lawful, proper.

The Chief classify the finding of the case based upon the investigation.
13. Action will be taken as necessary based upon the findings of the particular case.
14. If a complainant is dissatisfied with the disposition of their complaint, they may petition Brown's Senior Vice President of Corporation Affairs and Governance for a review by the OCRB of the Department of Public Safety's investigation and disposition of the complaint. A petition for review by the OCRB will normally be allowed when, in the judgment of Senior Vice President of Corporation Affairs and Governance, the original complaint contains allegations of use of excessive force, or other allegations of serious misconduct or abuse of authority.