Professional Standards Bureau

CITIZEN COMPLAINT REPORT

2015

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
• Student Life Office, 42 Charlesfield Street
• Office of Institutional Diversity, Room 417 University Hall

On the pages that follow, you find the complaints received in 2015 and their dispositions along with a comparison to the number of citizen complaints received by the department for the prior two 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 2015

<table>
<thead>
<tr>
<th>#</th>
<th>Month</th>
<th>Investigation</th>
<th>Finding</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-1</td>
<td>JAN 2015</td>
<td>Alleged unsafe operation of vehicle</td>
<td>Not Sustained</td>
</tr>
<tr>
<td>15-2</td>
<td>JAN 2015</td>
<td>Neglect of Duty</td>
<td>Sustained</td>
</tr>
<tr>
<td>15-3</td>
<td>FEB 2015</td>
<td>Neglect of Duty</td>
<td>Sustained</td>
</tr>
<tr>
<td>15-4</td>
<td>FEB 2015</td>
<td>Contested Right to Stop Vehicle</td>
<td>Exonerated</td>
</tr>
<tr>
<td>15-5</td>
<td>MAR 2015</td>
<td>Alleged Unprofessional Comment</td>
<td>Not Sustained</td>
</tr>
<tr>
<td>15-6</td>
<td>MAY 2015</td>
<td>Unprofessional Attitude</td>
<td>Sustained</td>
</tr>
<tr>
<td>15-7</td>
<td>JUN 2015</td>
<td>Alleged Unprofessional Conduct</td>
<td>Not Sustained</td>
</tr>
<tr>
<td>15-8</td>
<td>OCT 2015</td>
<td>Alleged Unprofessional Conduct</td>
<td>Not Sustained</td>
</tr>
<tr>
<td>15-9</td>
<td>OCT 2015</td>
<td>Alleged Unprofessional Conduct</td>
<td>Not Sustained</td>
</tr>
<tr>
<td>15-10</td>
<td>NOV 2015</td>
<td>Alleged Violation of Department Policy</td>
<td>Not Sustained</td>
</tr>
<tr>
<td>15-11</td>
<td>DEC 2015</td>
<td>Poor Customer Service</td>
<td>Sustained</td>
</tr>
</tbody>
</table>

Civilian Complaints by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>13</td>
</tr>
<tr>
<td>2014</td>
<td>4</td>
</tr>
<tr>
<td>2015</td>
<td>11</td>
</tr>
</tbody>
</table>
DPS Complaint Process Flow Chart

1. Complaint received by DPS

Citizen requests to file formal complaint?

Yes

3. Form provided to complainant to fill out.
   Complaint is forwarded to Chief along with Department Complaint Intake Form

7a. Administrative

7b. Criminal

8a. Refer to Attorney General's Office

No

2. Citizen Concerns are documented by supervisor and forwarded to Chief

5. Preliminary Investigation Conducted

6. Preliminary Investigation reviewed by Chief

4. Chief reviews Concern or Complaint

8b. Assign case to Internal Affairs or Supervisor

9. Investigation is conducted

10. Investigator Reports to Chief

11. Chief Reviews Investigation

12. Findings
   - Sustained
   - Not Sustained
   - Unfounded
   - Exonerated

13. Action taken as is necessary based upon the findings in the particular case
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 General’s 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 classifies 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 Executive Vice President for Planning and Policy 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 the Executive Vice President for Planning and Policy, the original complaint contains allegations of use of excessive force, or other allegations of serious misconduct or abuse of authority.