Professional Standards Bureau

CITIZEN COMPLAINT REPORT

2017

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
CITIZEN COMPLAINT REPORT

The Department of Public Safety (DPS) is committed in providing quality services to the community in a professional and courteous manner.

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, fourth floor
• Office of Institutional Diversity, Room 417 University Hall

The Chief/Director of Public Safety reviews every complaint. Once a complaint is received, it is thoroughly investigated by a person designated by the Chief/Director of Public Safety.
Civilian Complaints by Year

<table>
<thead>
<tr>
<th>#</th>
<th>Month</th>
<th>Investigation</th>
<th>Finding</th>
</tr>
</thead>
<tbody>
<tr>
<td>17-1</td>
<td>JAN 2017</td>
<td>Poor Customer Service</td>
<td>Sustained</td>
</tr>
<tr>
<td>17-2</td>
<td>FEB 2017</td>
<td>Unprofessional conduct</td>
<td>Sustained</td>
</tr>
<tr>
<td>17-3</td>
<td>MAR 2017</td>
<td>Officer Incorrectly Assessed Situation</td>
<td>Sustained</td>
</tr>
<tr>
<td>17-4</td>
<td>MAY 2017</td>
<td>Unprofessional conduct</td>
<td>Sustained</td>
</tr>
<tr>
<td>17-5</td>
<td>JUL 2017</td>
<td>Unprofessional conduct</td>
<td>Sustained</td>
</tr>
<tr>
<td>17-6</td>
<td>DEC 2017</td>
<td>Unprofessional conduct</td>
<td>Sustained</td>
</tr>
</tbody>
</table>

**Complaint Findings and Dispositions:**

- **Sustained:** complaint/allegation was valid and supported by sufficient evidence.
- **Not Sustained:** insufficient evidence to either prove or disprove the allegation.
- **Unfounded:** allegations of the complaint, or incident are false and not factual.
- **Exonerated:** incident occurred; however, the officer’s action was lawful, proper.

*The table below contains the Complaints Reported in 2017*
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

No

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

4. Chief reviews Concern or Complaint

5. Preliminary Investigation Conducted

6. Preliminary Investigation reviewed by Chief

7a. Administrative

7b. Criminal

8a. Refer to Attorney General’s Office

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