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It is the policy of the ASU Police Department to investigate all complaints against the department or its employees. This ensures the integrity of the Department while protecting the rights and interests of both citizens and department members.

Who may complain?

Any person who witnesses, or has direct knowledge of, police misconduct may file a complaint with the ASU Police Department.

When should you complain?

You should contact the Department whenever you witness behavior by any Department member which is a violation of city, state, or federal law, involves excessive use of force, or involves discourteous or abusive treatment.

How do you file a complaint?

Generally, complaints are filed through a department supervisor. If the immediate supervisor is unavailable, another supervisor may take the complaint. Complaints may be filed by mail in the form of a letter.

Who investigates the complaint?

Department supervisors are charged with maintaining discipline and with overseeing the conduct of members assigned to them. In most cases, the supervisor of the member conducts an investigation and reports the incident through the chain of command for disposition. Serious administrative investigations may be conducted by another member of the Department designated by the Chief of Police. Allegations of alleged criminal activity are handled by the Investigations Unit.

What is the complaint procedure?

After the supervisor has interviewed all parties involved, the disposition will fall into one of the following categories:

Sustained — there is substantial evidence to prove the allegation.

Not Sustained — there is insufficient proof to prove or disprove the allegation.

Unfounded — the allegation is false.

Exonerated — the incident occurred but was lawful and proper.

What is the disciplinary process?

If a complaint is sustained, disciplinary action may be taken which consists of one of the following measures:

Oral Reprimand

Written Reprimand

Disciplinary Probation

Suspension

Demotion

Termination

In addition to any disciplinary action, the employee may receive counseling and, where appropriate, training to correct deficiencies. An employee facing suspension without pay, demotion, or termination is entitled to a review by the University Grievance Committee. The President of ASU or designee makes the final administrative decision in these matters.

What will you be told?

After the thorough investigation of the complaint, the employee's supervisor, or another supervisor, will promptly contact you. You will be advised of the supervisor's findings and whether action will be taken. You will not be told specific information that would violate the employee's right to privacy.

Responsibility — ours and yours...

The ASU Police Department views all citizen complaints against its employees very seriously and actively pursues investigations into misconduct. For this reason, you must ensure that your complaint is based on fact and you have provided us with all of the facts to the best of your ability.

If you intentionally make a false report to this Department you should know that making the false report could result in criminal and civil legal proceedings being filed against you. [ARS 13-2907.01]

Commendations:

If one of our employees has provided you with a positive experience, we would appreciate hearing from you. You can call, email or write the Chief of Police at the address listed on this brochure.



ur commitment to you...

Members of the ASU Police Department will at all times strive to be courteous and professional in all dealings with the citizens it serves. It is our hope that all of your contacts with our Officers are positive. If not, we will endeavor to resolve your complaint to your satisfaction in a prompt and objective way.