

The employee who is found sustained of the complaint has rights that preclude the police department from releasing the final discipline. Per Human Resource policy, we are not allowed to discuss disciplinary actions.

Employees can appeal the department's decision to uphold a complaint and the decision to discipline the employee if it rises to the level of a grievance process per HR policy.

What happens when a complaint is not upheld?

Complaints must be supported by sufficient evidence. When the investigation cannot find the degree of evidence necessary to prove the employee acted improperly, the employee and the citizen are both notified in writing.

What if you are not satisfied with the outcome?

You may write the chief with your concerns from the findings of the PSU or supervisory investigation.

The Office of the Police Chief

Gila River Police Department
639 W. Seedfarm Road
Sacaton AZ 85147
(520) 562-7139

***Any additional information needed, please contact your district CAB member.**



False complaints.

Filing a false complaint against a police employee is a violation of Arizona State Law, [A.R.S.13-2907.01](#). (A)

GRIC Tribal Law, 5.503
False Reporting.

Gila River Police

Department

CITIZEN COMPLAINT

PROCESS



"To Protect and Serve"

Gila River Police Department
PO Box 2186
Sacaton, AZ 85147
520-562-7139

How to make a complaint?

When a citizen believes that a member of the GRPD has acted outside of standard procedure or in a manner unfitting of a police officer, the citizen can fill out a complaint form at the Gila River Police Department, located at 639 W. Seedfarm Road, Sacaton, AZ 85147 (520-562-7114). Office hours are 8:00 a.m. to 5 p.m., Monday - Friday. The complaint forms can be turned into the front desk secretary for proper distribution.

Citizens who are unable to come to the police department may call police dispatch (Non emergency 520-562-4511) and request the first available on duty supervisor to come take the complaint.

Citizens may also mail in their complaint to the police departments post office box located on the complaint form.

Who investigates the

complaint? All complaints will be documented and investigated by the GRPD. This can be by a supervisor and all the way up to the Professional Standards Unit (PSU). All final investigations will be reviewed by PSU and the GRPD administration. The most serious allegations will be reviewed by the Chief of Police.

You will receive notification when your complaint has been received. Investigations can take 10 business days to complete.

Depending on the severity of the allegation(s), investigations can take up to 30 days or longer. In every case, the person making the complaint will be contacted during the investigation for additional information and will be notified by mail of the final disposition. Investigators will ensure that a thorough investigation of your complaint is conducted. Just as citizens who are arrested must be told the charges against them, a police employee must be given a copy of the complaint before any disciplinary action is taken.

What happens after the internal investigation is completed?

The complainant will be notified by certified mail once the investigation is completed, regardless if the complaint was upheld or not. The final disposition findings are as followed:

UNFOUNDED - when the investigation indicates the acts complained of did not occur.

EXONERATED - when the investigation indicates the act occurred but that the act was justified, lawful and proper.

NOT SUSTAINED - when the investigation discloses insufficient evidence to prove or disprove clearly the allegations made.

SUSTAINED - when the investigation discloses that the act complained of did occur.

MISCONDUCT NOT BASED ON THE COMPLAINT - when the investigation discloses misconduct that is not part of the original complaint.

POLICY FAILURE - investigation discloses that the employee's actions were proper and within policy, but a re-examination of policy is required.

What happens when a complaint is sustained?

When the investigation finds that the allegation(s) against a police employee are sustained, the Police Chief or designee notifies the employee and may take one of the following actions:

- (1) Reprimand the employee verbally or in writing;
- (2) Suspend the employee without pay;
- (3) Demote the employee; or
- (4) Discharge the employee.