



GILA RIVER POLICE DEPARTMENT

"To Protect and Serve"

Citizen Complaint Process

How to make a complaint?

When a citizen believes that a member of the Gila River Police Department (GRPD) has acted outside of standard procedure or in a manner unfitting of a police officer, the citizen can fill out a complaint form.

- Complaint forms are available in the GRPD front lobby between the hours of 8:00 am and 5:00 pm, Monday through Friday.
- Citizens who are unable to come to the Police Department may call the non-emergency phone number at (520) 562-4511 to request contact from the first available on-duty supervisor to take the complaint.
- Complaint forms can be submitted to the front receptionist for proper distribution OR mailed to: Gila River Police Department, PO Box 2186, Sacaton, AZ 85147

Who investigates the complaint?

All complaints will be documented and investigated by 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 GRPD Administration. The most serious allegations will be reviewed by the Chief of Police.

Investigators will ensure that a thorough investigation of the complaint is conducted; investigations can take up to 10 business days to complete. However, depending on the severity of the allegation(s), the investigation may take up to 30 days or longer. In every case, the complainant will be contacted. 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 follow:

- **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**: When the 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:

- Reprimand the employee verbally or in writing.
- Suspend the employee without pay.
- Demote the employee.
- Discharge the employee.

Any GRPD employee who is found **sustained** of the complaint has rights that preclude GRPD from releasing the final discipline. Per Human Resource policy, GRPD is not allowed to discuss disciplinary actions and employees may appeal the department's decision to uphold a complaint and any decision to discipline the employee if it rises to the level of a grievance process.

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 complainant are both notified in writing.

What if the complainant is not satisfied with the outcome?

The complainant may write the Chief of Police with concerns from the findings or investigation.

False complaints.

Filing a false complaint against a police employee is a violation of:

- Arizona State Law, A.R.S. 13- 2907.01.(A), and
- GRIC Tribal Law, 5.503 False Reporting.



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<u>GRPD Use Only</u>
Date/Time Received: _____
Initials: _____

Instructions:

1. Fill out the form; Please write legibly and attach additional sheets if more space is needed.
2. Submit the completed form to the Gila River Police Department receptionist, **or**
3. Mail the completed form to:
GRPD Citizen Complaint
P.O. Box 2186
Sacaton, AZ 85147
4. You will be contacted for a follow-up from the assigned supervisor investigating the complaint.

Name:

Date:

Home Phone:

Work Phone:

Street Address:

City:

State:

Zip Code:

Location or Address Where Incident Occurred:

Date of Incident:

Time:

[am / pm]

Was someone arrested? Yes No

Name of person(s) arrested:

Were there any witnesses? Yes No

Name and phone # of witness(es):

Officer Involved Name:

Badge #:

Vehicle #:

Briefly describe what happened:

How would you like to see the complaint resolved?

Mediation involves bring you and the GRPD Officer involved together with an outside facilitator in a confidential setting to work out a resolution agreeable to both parties.

Would you like to have this complaint mediated? Yes No