

Who Can File a Complaint?

1. Any person that was not pleased with the level of service they received or feels they were mistreated by a member of the police department
2. Witnesses (3rd parties)
3. Community based organizations
4. Anonymous persons

All anonymous complaints will be accepted and investigated; however, complainants should be aware anonymous complaints are more difficult to investigate and rarely provide a complete picture of the incident.

Hartford Police Department Policy

GO 3-2b Citizen Complaint Procedure:

"It is the policy of the Hartford Police Department to investigate all citizen complaints alleging employee misconduct to determine the validity of the allegations.

The primary responsibility for maintaining and reinforcing employee conformance with the standards of the Code of Conduct of the Hartford Police Department lies with the first line supervisor and the employee. All supervisors in the Department shall make very reasonable effort to facilitate the courteous and prompt receipt and *processing of citizen complaints."*

[Hartford Police Policy & Procedure GO 3-2b is accessible on the City website](#)

Investigation of Citizen Complaints

The Internal Affairs Division commander reviews and categorizes all citizen complaints to determine where the complaint will be assigned for investigation. HPD has 60 days to complete a citizen complaint investigation. The commander will notify the complainant, in writing, who the assigned investigator is and their contact information will be provided.

Class A Complaints – Investigated by IAD

- Excessive use of force
- Civil rights violations
- Criminal conduct
- Discriminatory language or behavior
- Conduct unbecoming (on or off duty)

Class B Complaints – Investigated by the Officer's Chain of Command

- Verbal abuse and discourteous attitude
- Poor service
- Harassment
- Neglect of duty
- Violation of department policy or operating procedures
- Miscellaneous (bad judgement, etc.)

Case Closure of Completed Citizen Complaints Investigations

Exonerated – the investigation discovered that the act or acts complained of did occur but was justified, lawful and proper.

Unfounded – the investigation discovered that the act or acts complained of did not occur or failed to involve police personnel.

Not Sustained – the investigation failed to discover sufficient evidence to clearly prove or disprove the allegations.

Partially Sustained – the investigation discovered sufficient evidence to clearly prove at least one of the allegations.

Sustained – the investigation discovered sufficient evidence to clearly prove the allegations.

Withdrawn – the complainant notified the assigned investigator that they wished the investigation discontinued and all reviewers concur.

Closed at Intake – initial reviewer of the complaint and department records regarding the incident revealed no evidence of misconduct and the complaint is closed administratively.

Prior to case closure, all completed investigations are submitted for command review through the officer's chain of command. The IAD commander will notify the complainant, in writing, of the outcome of the investigation. If a complainant does not agree with the finding, they can request their case be heard by the Civilian Police Review Board.

Civilian Police Review Board

In 1992, the Civilian Police Review Board was established by the City of Hartford Court of Common Council to maintain the public's trust in HPD. The board is comprised of nine regular voting members and two alternates, one staff personnel and an attorney from the City of Hartford Corporation Counsel Office. At least seven regular meetings and both alternatives shall be Hartford residents.

The purpose of the CPRB is to receive, investigate, hear and recommend action on complaints against Hartford police officers. The CPRB reviews Internal Affairs investigations, along with independent investigations, to ensure the investigations are complete, accurate, impartial and factually supported. The CPRB will then vote on a finding and forward the results to the Chief of Police.