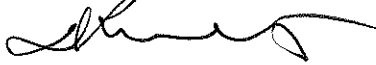
	HARTFORD POLICE DEPARTMENT POLICY AND PROCEDURE GENERAL ORDER	EFFECTIVE DATE: 02-18-10	ORDER NUMBER: 3-2b
		ISSUANCE DATE: 03-15-10	PAGE: 1 of 5
CITIZEN COMPLAINT PROCEDURE - (AMENDMENT TO GO 3-2 of 11-2-81 and GO 3-2a of 3-27-88)		REFERENCE: <u>Cintron v. Vaughn</u> Settlement Agreement, GO 3-2 of 11-2-81, & GO 3-2a of 3-27-88	RESCINDS: N/A
		CHIEF'S SIGNATURE  Daryl K. Roberts, Chief of Police	

I. PURPOSE:

This order implements a procedure for the acceptance, processing and resolution of all citizen complaints against Hartford Police Officers. This policy effectively modifies General Order No. 3-2 and 3-2a "Citizen Complaint Procedure" adopted by the Hartford Police Department on November 2, 1981 and March 21, 1988, respectively, and thus the Court's Order approving the "Citizen Complaint Procedure" entered on June 30, 2004 in the case of Cintron v. Vaughn.

II. PROCEDURES:

A. Filing of Complaint:

1. The Hartford Police Department has a system for receiving, processing and investigating all citizen complaints including those alleging abuse of authority, corruption, criminality, poor or slow police service, and other claims of misconduct, including criminal allegations against any member of the Department, sworn or civilian. The Department shall receive, investigate, and take appropriate action on all such complaints made by any citizen.

2. Citizens may file complaints in writing, by e-mail or by telephone at any time of the day or night with any member of the Hartford Police Department. Written complaints may be made on citizen complaint forms provided by the department or in any other written format. Anonymous complaints will be accepted and investigated; however, complainants should be aware that anonymous complaints are more difficult to investigate and rarely provide a complete picture of an incident. Although complaints will be accepted in a variety of ways, complainants and witnesses should be aware that it may become necessary for them to provide a sworn statement, either written or verbal, during the course of an investigation. Complaints may be submitted by parties claiming injury, by witnesses or by community-based organizations.

3. Complaints may also be filed with the office of Human Relations for the City and with community-based organizations including La Casa De Puerto Rico, One/Chane and the NAACP/Hartford Branch office. Such organizations shall receive training and information from the City's Office of Human Relations and the Hartford Police Department regarding the citizen complaint process,



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including appeals to the Civilian Police Review Board. The community-based organizations and/or the office of Human Resources for the City, having received citizen complaints, shall immediately transmit them to the Internal Affairs Division of the Hartford Police Department, either electronically or via facsimile. A hard copy of each complaint shall be time-stamped and promptly forwarded to the Department's Internal Affairs Division by the respective community-based organization.

4. Any Hartford community-based organization which has the capacity and the staff to receive and transmit citizen complaints as provided herein may make a request to the Internal Affairs Division of the Hartford Police Department to be designated as such.
 5. Citizen complaint forms shall be available, electronically or in paper form, at the Hartford Police Department, including all sub-stations, and at the Office of Human Relations of the City of Hartford, and at any designated Hartford community-based organization as provided for in Section II.A.2 above. Citizen complaint forms shall be available in English and Spanish. Citizen complaint forms will also be available on the Hartford Police Department's website which may be accessed through the City's website at www.hartford.gov/police
 6. All citizen complaints shall be logged-in by the Internal Affairs Division by use of the "I.A. Pro" computer program or its comparable successor, which program shall be maintained by the Department for tracking citizen complaints. All Internal Affairs Division personnel shall be trained in the use of the "I.A. Pro" or successor software program.
 7. Within three (3) working days of receipt of each citizen complaint, the Internal Affairs Division shall (a) log the citizen complaint; (b) forward it electronically to the Director of the City's Office of Human Relations for transmittal to the Civilian Police Review Board; and (c) shall send an acknowledgement of receipt of the citizen complaint to the complainant at the address on the complaint, if such an address is provided.
 8. Within three (3) working days of receipt of each complaint, the Director of the Office of Human Relations shall transmit the citizen complaint to the Civilian Police Review Board, and shall send to the complainant written acknowledgment of having done so, at the address for complainant on the complaint, if such an address is provided.
- B. Internal Investigations:**
1. 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



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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 every reasonable effort to facilitate the courteous and prompt receipt and processing of citizen complaints.

2. Responsibility for the management and investigation of all citizen complaints shall be vested in the Internal Affairs Division of the Hartford Police Department. See, General Orders.
3. The Internal Affairs Division shall be staffed by a Commander and at least 4 investigators.
4. The Commander of the Internal Affairs Division shall report directly to the Chief of Police and shall be at the rank of lieutenant, or above. (S)he shall be a person of integrity and professionalism, with a good overall record and (s)he shall receive requisite training and education to meet the requirements of the position.
5. The Commander shall review each complaint to determine the nature of the allegations.
 - a. If the allegations of the citizen complaint are of a less serious nature, such as poor or slow service, discourteous attitude, etc, the Chief of Police or his/her designee shall decide whether to offer binding mediation. The binding mediation shall be concluded within ten (10) days of logging in of the complaint. If binding mediation is not agreed upon or is not successful in resolving the complaint, the Chief of Police or his designee shall cause the complaint to be investigated in accordance with standard, applicable Hartford Police Department policies and procedures.
 - b. If the allegations of the citizen complaint are of a serious nature, the Commander shall cause the complaint to be investigated in accordance with standard Hartford Police Department policies and procedures, including but not limited to, (a) questioning all available witnesses, (b) recording such witnesses' statements electronically, (c) documenting efforts to locate witnesses who are not available, and (d) permitting complainants to be accompanied by a third-party who is not a complainant or witness to the event, to his or her interview.
6. The investigation of a citizen complaint shall be concluded within sixty (60) days of receipt of the complaint by the Internal Affairs Division. If circumstances cause a delay beyond the sixty (60) days, a written status report of the complaint shall be submitted to the Commander of the Internal



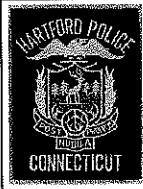
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Affairs Division detailing the reasons for the delay and the projected date for completion. If any investigation cannot be completed within seventy-five (75) days of receipt, a written authorization for an extension must be requested from the Chief of Police.

7. Upon the completion of the investigation, the investigative report with finding and recommendations shall be forwarded to the Chief of Police for his/her review. The Chief of Police shall conduct such review within fifteen (15) days of receipt of the report.
 - a. If the Chief of Police concurs with the findings and recommendations of the investigatory report, (s)he shall cause implementation of the findings and recommendations, within the constraints of the City Charter and/or any City ordinance.
 - b. If the Chief of Police disagrees with the findings and recommendations of the investigatory report, (s)he may return same to the Internal Affairs Division for further investigation or for such other action as the Chief of Police deems appropriate. Any further investigation or other action shall be completed by the Internal Affairs Division within 15 days of receipt and the report of such investigation or action shall be returned to the Chief of Police for review, which review shall be conducted within fifteen (15) days of receipt.
8. If the citizen complaint is sustained, the established police department procedures shall be followed. The complainant and the Director of the Office of Human Relations shall be notified that the citizen complaint has been sustained within fifteen (15) days of the conclusion of the citizen complaint investigation. Notification to the complainant shall be at the address listed on the complaint, if such an address is provided.
9. If the citizen complaint is closed with any finding other than sustained, the Commander of the Internal Affairs Division shall cause notification in writing to be mailed to the complainant at the address on the complaint, including a summary of the investigation and a brochure explaining the Civilian Police Review Board process and a Request for Review/Investigation Form. A copy of the notice shall be forwarded to the Director of the Office of Human Relations for transmittal to the Civilian Police Review Board. The Director of the Office of Human Relations shall also forward a copy of the notice to the community-based organization, if any, that was involved in receiving the citizen complaint.
 - a. If the complainant is not satisfied with the findings or the failure to sustain the complaint, (s)he may within fifteen (15) days of the mailing of the



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notice, request review and/or independent investigation by the Civilian Police Review Board of the complaint.

- b. The Civilian Police Review Board may, upon majority vote, initiate its own review/investigation of a complaint, as appropriate, within forty-five (45) days of receipt of the Police Department notice.
10. The Civilian Police Review Board, following review and upon majority vote, may recommend policy or procedure changes, including to the Police Department Code of Conduct and/or for training, to the Mayor.
 11. Twice a year, on or before January 31st and on or before July 31st the Commander of the Internal Affairs Division shall provide a report electronically to the Chief of Police and to the Mayor with a copy to the chairperson of the Civilian Police Review Board, to the co-chairs of the Cintron Negotiating Committee (provided that the Plaintiffs identify such individuals and supply accurate contact information), and to the counsel for the Cintron Negotiating Committee. Such report shall include but not be limited to:
 - a. The type and number of citizen complaints received and logged during the preceding six months;
 - b. The number and names of officers against whom at least one complaint was received and the disposition reached within such period thereof with such listing to be provided in alphabetical order by officer;all for the purpose of enabling the review of patterns of behavior and/or actions that warrant further support and intervention by the Police Department. If recipients desire information available on "I.A. Pro" that is not included within the reports generated, such information shall be provided upon reasonable written request.
 12. Once per year, the Commander of Internal Affairs shall provide, electronically, to the Court of Common Council copies of the reports required by Section III.11., above.

SERVICE – RELATIONSHIPS - SAFETY