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## Outcome Findings

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Your investigation will result in one of the following findings:

**Sustained** – The accusation is supported by evidence. Depending on the severity of the action, a sustained finding may result in disciplinary action.

**Not Sustained** – There is not enough evidence to either prove or disprove the accusation.

**Unfounded** – There is no evidence to support the accusation.

**Exonerated** – The accusation is true, but the action taken by the employee was legal and appropriate for the situation.

**Policy/Procedure** – The accusation was clearly about the proper use of an approved Division policy.

**Cancelled for Cause** – The alleged misconduct could not have occurred or the person named in the complaint is not a Division employee.

**Unable to Resolve** – There is not enough information to complete an investigation.

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## Appealing the Outcome of Your Complaint

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If you are not satisfied with the decision regarding your complaint, you may file an appeal by contacting the Deputy Chief of the involved employee. Contact must be made within 14 days of receiving the outcome letter. The letter will contain the name and phone number of the appropriate Deputy Chief. Your appeal should describe any further information you have that may change the Deputy Chief's decision.

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## False Complaints

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The Division of Police is committed to investigating concerns of employee misconduct. Officers can be targets of false complaints by people who seek revenge on them for doing their job. The Ohio Revised Code makes it a misdemeanor of the first degree to knowingly file a false complaint of misconduct against a peace officer. The Division feels that people need to know the law exists and that when appropriate, the charge will be filed against violators of this law. Please remember, it is not only expensive to investigate false complaints, but can also affect an officer's career. This information is given not to keep people from filing complaints but to inform them of the law.

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### The investigator assigned to your complaint is:

Investigator: \_\_\_\_\_

Phone/Voicemail: \_\_\_\_\_



U-10.168 (11/16/2010)

# Columbus, Ohio Division of Police Citizen Complaint System



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## Introduction to the Complaint System

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The Columbus Division of Police is committed to providing quality service to all individuals in the City of Columbus.

Our work impacts the quality of life in our community. To show our promise to fairness, all employees are sworn to uphold the Division's police code of ethics, rules, policies, directives, and orders as well as all city, state, and federal laws that relate to their employment.

The citizen complaint system is designed to provide people with a way to express their concerns about police service. This system provides a fair, factual, and objective review of an individual's concern.

**NOTE:** Complaints about the underlying reason for a traffic citation or criminal arrest must be resolved by the court and cannot be investigated as a complaint against a Division of Police employee.

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### How to File a Complaint

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First, decide what you think the employee did wrong. For example, do you believe:

- An officer used too much force during an arrest?
- An employee was rude to you?
- An officer violated your rights?
- You are a victim of racial profiling?

All complaints should be filed within 60 days of the incident, unless there are special circumstances. Complaints filed immediately improve the investigator's chance of gathering factual information.

To file a complaint, contact the Division of Police by one of the following methods:

- **Telephone:** Call (614) 645-4880, 24 hours a day. You will speak to a supervisor who will review your complaint. If your complaint needs an immediate response to collect evidence or witness statements, an Internal

Affairs or Division supervisor will be sent to the incident location.

- **In Person:** You can file your complaint in person at 750 E. Long Street between the hours of 7:00 AM and 9:00 PM daily. You can speak directly with an Internal Affairs supervisor or complete a citizen complaint form.
- **Mail/Fax/Email:** You can send a written complaint by mail, fax, or e-mail. It is important to include your name, address, and phone number so we can contact you about your complaint.
  - Columbus Division of Police  
Internal Affairs Bureau  
750 E. Long Street  
Columbus, OH 43203
  - Fax: (614) 645-4079
  - Website: [www.columbuspolice.org](http://www.columbuspolice.org)

Upon reviewing your complaint, the supervisor may be able to explain the employee's actions to your satisfaction, or refer you to a supervisor who can. If this is the case, the matter will be closed. If your complaint needs to be investigated, it will be given to an investigator who will contact you within 72 hours. If you have not been contacted within 72 hours, please call (614) 645-4880 to make sure the investigator has your correct contact information.

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### Investigation of Your Complaint

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The investigator will conduct a detailed investigation of the incident and gather statements from you and witnesses. Your assistance is expected and additional information may be needed. If the accusation is serious, you may be asked to take a polygraph test. This does not mean the investigator thinks you are lying, but wants to further prove the truthfulness of your accusation.

When the investigation is complete, the investigator will give a written report to the involved employee's chain of command. Their recommendations will be reviewed by a Deputy Chief and he/she will decide the appropriate outcome.

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### Outcome of Your Complaint

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You will receive a letter by mail stating the outcome of your complaint. Please be aware that a detailed investigation and review of the facts can take time. You may not be notified about the final outcome for several weeks. If the complaint requires an extensive investigation, it may take even longer. The investigator will keep you informed of the status and advise you of any unusual delays. Most investigations are completed within 90 days after filing the complaint.

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