

Complaint Disposition Process

- Statement –
 - The Henderson Police Department process to respond to civil rights complaints is as follows:

Per Department Policy DPM 1091 – complaints and inquiries are made to the Police Department Watch Commander or a supervisor designated by the Watch Commander – Member of the Public Complaint/Inquiry Package HPD 0047 and HPD 0155 – witness statement are completed. Once complete a call-for-service is initiated and event number assignment. Next steps:

1. Receives the call for service of a Member of the Public Complaint
2. Responds to the citizen's location/desk officer to complete or review Member of the Public Complaint package
3. Reviews the complaint to determine if it is criminal or non-criminal in nature.
4. **If criminal:**
 - a. A notification will be made to the Chief of Police via the chain of command.
 - b. The Chief of Police will decide on how the complaint will be handled. The Chief or appointed designee will notify IAB/Title VI Program Coordinator and assign the case to the appropriate investigative authority.
5. **If non-criminal:**
 - a. The Watch Commander may attempt to handle by contacting the complainant. The Watch Commander will complete a memo indicating the nature of the contact (resolved, actions taken, not resolved etc...) and will forward the Member of the Public Complaint package and memo to IAB/Title VI Program Coordinator. The Watch Commander shall make a notification to the affected employee's supervisor about the complaint received.
 - b. The Watch Commander may forward the Member of the Public Complaint package directly to IAB/Title VI Program Coordinator for review without taking any further action.
6. **Notification through the Chain Of Command** – Supervisors who are advised of a complaint or allegation involving either of the following will immediately bring it to the attention of their chain of command. The Division Commander will determine the need to immediately contact, via the normal chain of command, the Chief of Police for:
 - a. Any criminal offense, excluding minor traffic offenses.
 - b. Administrative/Policy infractions that could result in an employee being dismissed or demoted. [52.2.2]

7. **Development/Maintenance of a Complaint Log** – The Henderson Police Department IAB/Title VI Program Coordinator will maintain a Title VI Complaint Log to include the following information: name of complainant, identification by demographic (i.e. race, color, national origin, etc.), allegation(s), complaint data, data of Report of Investigation, determination made and date, and any other relevant information as deemed appropriate. The Applicant shall make the Complaint Log available to the FMCSA upon request.