



Dacono Police Department

512 Cherry Street — Post Office Box 117

Dacono, Colorado 80514

Office (303)833-3095 Fax (303)833-0634

www.daconopolice.com

PERSONNEL COMPLAINTS AND COMMENDATIONS/COMPLIMENTS

Message from the Chief of Police:

Any organization is only as good as its personnel. In Dacono our employees are our most valuable resource. For us to be professional, effective, and trusted by the community, we must deliver a consistently superior level of service. Feedback from the community regarding the service we provide is an important tool to monitor our performance as an organization and as individuals. It is the policy of the Dacono Police Department to accept and investigate all complaints of alleged misconduct against police employees. It is also the policy of the Police Department to ensure that commendations/compliments from the public for exemplary performance by employees are properly documented. The information provided below will help you understand our complaint procedures and investigation process and how to offer a commendation or compliment to an employee.

Personnel Complaint Procedures:

A personnel complaint may be filed with the Police Department or as an alternative with the City of Dacono Police Advisory Board (PAB). The procedures related to filing a personnel complaint with the PAB are described separately in Section 2-75 of the Dacono Municipal Code. ***The information contained in this document relates to the procedure for a personnel complaint filed directly with the Police Department.***

Definition of a Personnel Complaint:

A personnel complaint is any allegation of misconduct or improper work performance against any employee that, if true, would constitute a violation of Police Department policy or federal, state or local law. A personnel complaint may be classified as ***informal*** where the complaining party is satisfied that a supervisor has taken appropriate action and the complaint is not documented on a personnel complaint form. A ***formal*** complaint is a matter in which the complaining party requests further investigation or in which a supervisor determines that further action is warranted. In such case, the Chief of Police will direct a formal investigation into the matter.

How to Make a Complaint:

If you want to report misconduct or improper work performance by a police employee in person you will be directed to a sworn Police Department supervisor. The supervisor will meet with you to discuss your complaint. Sometimes issues can be resolved at this point by the supervisor, who may be able to answer your questions and concerns. Should you request further investigation after speaking with the supervisor or the supervisor determines that further action is warranted, the supervisor may assist you with completing the attached personnel complaint form. You may submit the completed personnel complaint form to the sworn Police Department supervisor or take the form with you and mail it to the Department at a later time.

It is not mandatory that you complete the written personnel complaint form or personally write out your written statement. To make the complaint process as convenient as possible, complaints may also be filed verbally with a supervisor by telephone at 303/833-3095; in a letter submitted to Chief John W. Hough at the Dacono Police Department, 512 Cherry Street, Dacono, Colorado 80514; or through e-mail to hough@ci.dacono.co.us.

In any complaint in any form, it is important to include as much information as possible that may aid in the investigation.

In whatever form the personnel complaint is received, the information will be forwarded to the Chief of Police for review and assignment to an investigator to fully investigate your complaint. ***Every allegation of employee misconduct will be investigated.***

Investigation:

As required by Police Department policy and law, the Department must follow certain procedures when conducting personnel complaint investigations. The complaint is given a tracking number by the Chief of Police. The employee is notified of the complaint and investigation. The investigator will contact you, all available witnesses and involved employees. Taped interviews are conducted and the investigator will examine any relevant physical evidence and gather information pertinent to each allegation made in the complaint. Each allegation will be examined on its own merit in an objective manner. The investigator completes a comprehensive investigative report and submits it to the Chief of Police. A finding is made on each allegation.

Notification of Findings:

You will be notified in writing of the disposition (finding) of the complaint at the completion of the investigation. There are legal restrictions that prohibit the Police Department from disclosing what discipline (if any) was taken against the employees. If the complaint allegation(s) is sustained, the Chief of Police will administer appropriate disciplinary and/or corrective action against the employee(s), which may vary depending on the severity of the offense, the employee(s) past performance, and other associated factors. Discipline may range from remedial training, counseling, verbal or written reprimand, suspension, demotion, termination, and/or criminal prosecution.

The Police Department retains personnel complaints for a period of time that is required by state law. All Police Officer personnel files including personnel complaints are considered confidential. However, defense attorneys may motion to the court to review personnel complaints and retrieve the names and telephone numbers of complaining parties and witnesses.

Court Proceedings:

Often as a violator, the only "complaint" a person will make is that they are innocent of the charge. The validity of the arrest and the guilt or innocence of the person arrested or cited must be determined by a court of law, not the Police Department. The court proceedings provide an impartial forum where both sides of the case can be heard and the truth determined. If you are charged with a criminal offense or traffic violation associated with your complaint, the investigation may be suspended until the completion of the criminal trial.

Filing a complaint against a Police Department employee will not positively or negatively affect the possible outcome of any criminal case in which you may be involved.

What if You Are Not Satisfied with the Results of the Investigation?

We sincerely hope this will never happen; however if it does, you may contact the Chief of Police at 303/833-3095 extension 141. If you are still not satisfied, you may contact the Weld County District Attorney's Office, the Attorney General of Colorado, or the United States Attorney's Office.

Should you have any additional questions regarding the personnel complaint process, please feel free to call the Chief of Police at 303/833-3095 extension 141. If you are mailing your personnel complaint form, please mail it to Chief John W. Hough at the address on the letterhead.

Making False or Malicious Allegations:

The Dacono Police Department will accept personnel complaints from any source. Persons who make a personnel complaint will be treated fairly and professionally.

The Police Department holds its employees fully accountable for the manner in which they interact with the public. At the same time and without attempting to discourage or prevent legitimate personnel complaints, the Police Department holds members of the public responsible for not making false or malicious allegations. It is a criminal offense to knowingly make a false report to a law enforcement agency. As such, the Police Department will initiate appropriate criminal legal action against any person involved in a false or malicious report of police misconduct.

Complimenting a Department Employee:

While accepting personnel complaints from any source, the Dacono Police Department also encourages feedback when Police Department employees perform their duties in an exemplary manner worthy of commendation. All too frequently exemplary performance goes unrecognized because it is rightfully considered part of the job of being a professional Police Officer.

Positive comments from the public are certainly morale boosters for the involved individuals and the entire organization. Positive comments allow supervisors to recognize those employees who are performing their duties in an exemplary manner. Those employees become positive role models for the entire agency.

To make the compliment process as convenient as possible, compliments may be filed provided in person at the Dacono Police Department, verbally with a supervisor by telephone at 303/833-3095; on the attached personnel commendation/compliment form; in a letter submitted to Chief John W. Hough at the Dacono Police Department, 512 Cherry Street, Dacono, Colorado 80514; or through e-mail to hough@ci.dacono.co.us.

Your compliment will be forwarded to the involved employee and entered into the employee's personnel file for future reference.

**DACONO POLICE DEPARTMENT
PERSONNEL COMPLAINT AND COMMENDATION/COMPLIMENT FORM
(Please print or type information)**

TYPE OF REPORT

Personnel Complaint Commendation/compliment

INFORMATION ABOUT THE INCIDENT

Date of incident	Time of incident
Location of incident	
Case number (if known)	

INFORMATION ABOUT YOU

Your full name
Date of birth
Residence address (street, city or town, state, and Zip code)
Home telephone number
Employer name and business address (street, city or town, state, and Zip Code)
Business telephone number
Cellular telephone number
E-mail address

INFORMATION ABOUT WITNESS(ES)

Full name
Date of birth
Residence address (street, city or town, state, and Zip code)
Home telephone number
Employer name and business address (street, city or town, state, and Zip Code)
Business telephone number
Cellular telephone number
E-mail address

Full name
Date of birth
Residence address (street, city or town, state, and Zip code)
Home telephone number
Employer name and business address (street, city or town, state, and Zip Code)
Business telephone number
Cellular telephone number
E-mail address

Full name
Date of birth
Residence address (street, city or town, state, and Zip code)
Home telephone number
Employer name and business address (street, city or town, state, and Zip Code)
Business telephone number
Cellular telephone number
E-mail address

INFORMATION ABOUT POLICE EMPLOYEE(S) INVOLVED

Employee name or description		Employee name or description	
Badge number	Vehicle number	Badge number	Vehicle number
Employee name or description		Employee name or description	
Badge number	Vehicle number	Badge number	Vehicle number

