

It is the policy of the Suwanee Police Department to actively investigate all citizen complaints received, including those filed anonymously. A complete record of all complaints will be maintained by the department in accordance with departmental guidelines.

Who may file a Citizens Complaint?

Any person who witnesses or has direct knowledge of suspected misconduct may contact the Internal Affairs Unit to initiate a complaint. It doesn't matter whether the person making the complaint was directly involved in the incident. Anonymous complaints will be accepted. If you decide to remain anonymous, please provide information about the misconduct that can be proven by other evidence.

How is a complaint filed?

Generally, complaints are filed through the supervisor of the involved employee. If the employee's supervisor is not known, the complaint may be filed with any member of the agency or by contacting the Office of Professional Standards (OPS). A complaint may be filed in person, by telephone, fax, letter, or e-mail. A complaint also may be filed by printing and completing a copy of the **Citizen Complaint Form** and mailing it in.

Telephone: 770/945-8995, ext 7605 (Lt. Dan Clark)

Fax: 770/945-0439

Address: Suwanee Police Department
373 Hwy. 23
Suwanee, GA 30024

Attn: Lieutenant Dan Clark

If you choose not to use the **Citizen Complaint Form**, please ensure your written correspondence includes the following information:

- Date, time, and location of the incident.
- Your name, address (including zip code), and daytime phone number.
- Suwanee Police Department case number or citation number.
- Name of department employee(s) involved.
- A brief description of the complaint.

When making a complaint, simply relate the facts as you know them and be mindful that you will be asked specific questions regarding the incident.

Who investigates the complaint?

Complaints filed with the Suwanee Police Department are reviewed by the appropriate bureau commander. The complaint may be referred to the employee's supervisor for investigation or it can be assigned to an Internal Affairs investigator. You will receive written notification when your complaint has been received.

The investigation of the complaint will focus on the conduct of the employee, not criminal or civil charges against you. Any criminal or civil charges against the complainant are a separate issue, which must be decided by the appropriate court.

After the investigation is completed...

You will be notified regarding the outcome of the investigation. Following is a list of findings:

Unfounded	The investigation revealed no facts to support that the incident complained of actually occurred.
Exonerated	The evidence shows that the alleged conduct did occur, but did not violate Suwanee Police Department (SPD) policies, procedures, or training.
Sustained	The evidence shows that the alleged conduct did occur and the actions of the officer violated SPD policies, procedures, or training.
Not-Sustained	Investigation <u>fails</u> to discover sufficient evidence to clearly prove or disprove the allegations made in the complaint.

Only the Chief of Police shall have the authority to exercise discretion to deviate from this policy in the best interest of the department.

What is the disciplinary process?

If a complaint is sustained, corrective action may occur. Disciplinary action may be taken; this can range from no penalty to dismissal. The matter will be handled administratively. City, state, and federal personnel laws govern an employee's privacy rights. Certain information contained in disciplinary records may not be public record.

Compliments and Commendations

Everyone enjoys receiving recognition for their efforts, and the men and women of the Suwanee Police Department are no different.

We realize that many of our residents would like to know how to compliment our employees for a job well done.

Compliments and commendations, either verbal or written, are one of the best ways to let our employees know that you appreciate their good work and extraordinary customer service. A commendation for an employee of the Suwanee Police Department is most often sent to the Chief of Police. You also may advise the employee's supervisor or a watch commander. Your compliments may be made in person, by phone, e-mail or fax, or through a letter or informal note to the Suwanee Police Department.

A compliment or commendation may address any event that you feel demonstrates any effort on the part of the employee that deserves special recognition. This may include such acts as: extraordinary acts, significant life-saving measures, or other unusual acts of courtesy or compassion.

To send a compliment or commendation by e-mail, please address it to Lieutenant Dan Clark at dclark@suwanee.com. Lieutenant Clark will ensure that the appropriate employee and supervisor receive the message.

All compliments and commendations are formally documented, and the affected employees and their supervisors will be notified.