



UNIVERSITY POLICE DEPARTMENT

Complaint Procedure

It is the policy of this department to provide a thorough, fair, and expeditious disposition of complaints about the conduct of its employees. Further, it is the policy to invite individuals to bring to the department's attention complaints about its employees whenever that person feels the employee acted improperly.

Important Points

1. Remember, a quality investigation takes time. Please be patient. Your case must be prepared so carefully that it could stand up in court if necessary.
 2. You are protected in your right to file a complaint! It is unlawful for anyone to harass, intimidate, or penalize you in any manner, or otherwise take action against you because you filed a complaint. If you find yourself a target of harassment, call your investigator immediately.
 3. Details are important. Try to remember all details and report them to your investigator. Do not try to decide for yourself what is or is not important. Leave that to the specially trained investigator.
 4. Keep us aware of any changes in your address. We need to be able to reach you at all times.
 5. You will be required to swear or affirm that the information presented is true to the best of your knowledge.
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Can I file a complaint?

If you have been the victim or witness of an act of abusive language, improper police conduct, harassment, or excessive force, or injury allegedly resulting from excessive force caused by a police officer, you may file a complaint.

How long do I have to file a complaint?

It is important that you file a complaint as soon as possible, so that the events are still fresh in your mind.

If you file a complaint of **excessive force**, you have **ninety days** from the date of the incident to file.

For filing a complaint on acts of **abusive language, harassment, false arrest, and false imprisonment**, you have **one year** from the date of the incident to file.

How do I file a complaint?

- A. You may verbally report improper police conduct to the on-duty shift supervisor/OIC, who will attempt to resolve the matters if complaints are relative to differences of opinion between officers and citizens over the issuance of traffic citations, or criminal citations.
 - B. You may file a written complaint in person at Coppin State University Police Department Headquarters located at 2500 W. North Avenue; PEC Building, Suite 272; Baltimore, Maryland 21216. (Administrative hours: Monday thru Thursday 8am - 4:30pm, Friday 8am – 3pm)
 - C. You may obtain a complaint form online at <https://www.coppin.edu/police>. Completed forms can be submitted by mail to the above address.
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What do I do when I file a complaint?

To file a complaint, you will fill out and sign a form that is witnessed by a notary public. The form has several questions including your name, age, address, the date of the incident, the name of the accused officer, the place of the incident, witnesses to the incident, and a statement of what happened.

What happens after I file a complaint?

After the investigation is completed one of the following determinations will be made:

- A. **Not Sustained** dispositions conclude that investigations failed to discover sufficient evidence to clearly prove or disprove a violation of directives.
 - B. **Sustained** dispositions conclude that sufficient evidence exists to clearly prove violations of directives.
 - C. **Exonerated** exists when the alleged actions taken are true but were lawful and in keeping with policy, protocol, or directives.
 - D. **Unfounded** the investigation reveals the allegation is false or not factual.
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What are my responsibilities after filing a complaint?

Once you file a complaint, it is your responsibility to cooperate with the investigating authority. You should make every effort to keep appointments and to provide information as requested. Remember, your case cannot be processed unless you and your witness(es) follow through with the process.

How is the final decision made?

The final decision making responsibility for discipline in any complaint rests with the Police Chief. The Chief, however, cannot take final action until he has reviewed the recommendation of a hearing board if one has been selected.

Will I be notified of the outcome?

Yes, complainants will be advised of the final determination and what disciplinary action was taken, if any.

COPPIN STATE UNIVERSITY POLICE DEPARTMENT

2500 W. NORTH AVENUE; PEC SUITE 272

BALTIMORE, MARYLAND 21216

410-951-3900

