

# INTERNAL INVESTIGATIONS AND CITIZEN COMPLAINTS

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Chief of Police  
Charlottesville Virginia



# Complaint vs Inquiry

- Complaint: A matter of concern brought forth to the department alleging a violation(s) of departmental policy and/or a violation(s) of the law.
- Inquiry: A matter of concern brought forth to the department, which does not rise to a violation(s) of departmental policy and/or a violation of the law.



# Contact Information

- In Person or Mail:

Charlottesville Police Department  
Internal Affairs Unit  
606 East Market Street  
Charlottesville, VA 22902

- Email:

[charlottesville.org/police](http://charlottesville.org/police)

- Phone:

Internal Affairs Unit: 434-970-3600  
434-970-3888



# All complaints, regardless of nature, can be filed as follows:

- In-person
- Mail
- Email
- Telephone
- Civilian Review Board
- Fax
- Online
- Anonymously
- Third-Party
- Onsite or offsite



# Intake Process

## Citizen Complaint Form (CPD-30)

Once the complainant **completes and signs** the Citizen Complaint Form, the receiving supervisor **shall provide** the complainant a **copy** of the completed Citizen Complaint Form and the **telephone number** of the Internal Affairs Office.

Complainants **can** opt to have a copy of a complaint filed with the Charlottesville Police Department sent to the Civilian Review Board.



# Investigative Process

- The Internal Affairs Investigator **shall review** the complaint, record the complaint for tracking purposes, and **assign** investigative responsibility.
- Upon receipt of an assigned complaint, the Internal Affairs Investigator **shall mail** a letter to the complainant acknowledging receipt of the complaint and provide notification that a supervisor will be in contact with them.
- The Internal Affairs Investigator **will** promptly notify employees named in complaints



# Investigative Process

- Investigators will have **45 days** in which to complete the investigation.
- Investigations exceeding the 45-day limit will require an extension.
- The complainant and named employee **shall be notified in writing of the continued investigation every 30 days** from receipt of the complaint, until the investigation is completed.



# Extension Request

A request for an extension requires the following in order to be approved: **In writing (memo or email)**

The Office of Internal Affairs is seeking a 30-day extension for the below case. All matters related to the below complaint should be completed by May 20, 20XX.

Case number: IA2020 - 00XX

Date complaint received: February 26, 2020

Complainant: John Doe

Reason for extension: Review statements, document and interview complainant.

Expected completion date: 05/20/2020



# Investigative Process

- Collect CAD data, incident reports, Body Worn Camera (BWC) or other video evidence, photographic, electronic, or cellphone evidence.
- Interview Complainant
- Interview Complainant's Witness(es)
- Interview accused officer(s) and other CPD personnel.
- Complete report to include findings.



# Investigative Process

- Once the investigation is completed and a finding is reached, the case file shall be forwarded to the Chief of Police through the investigating supervisor's chain of command.
- Upon the Chief's review and approval, the case file will be returned to the Internal Affairs Investigator for **disposition notifications** and **filings**.



# Investigations shall be classified as:

- Unfounded: no basis of fact to support the allegation.
- Exonerated: allegations true, but officer is not guilty of any misconduct, due to adherence to applicable procedures, techniques, and regulations.
- Not Resolved: unable to verify the truth or falsity of the complainant's allegations.
- Sustained: Allegations true and officer is determined to have acted in violation of applicable procedures, techniques, and regulations.
- Administratively Not Resolved: unable to conduct a full and complete investigation.



# Personnel Outcomes

## Corrective Action Options:

- Counseling
- Training/Education
- Performance Improvement Plan (PIP)
- Remediation

## Discipline Options:

- Oral reprimand
- Written Reprimand
- Suspension without pay
- Demotion
- Reassignment with the Department
- Termination

## Other Options:

- Decertification



# Review Process

- A letter is sent to the complainant(s).
- Letter will contain the **finding(s)** or **classification** and **justification** for the finding.
- The complainant will also be notified of their opportunity to **speak** with the investigating supervisor, internal affairs investigator, or the Chief of Police with regard to the finding(s).



# Internal Affairs Cases

- Posted on website-goal to update every 30-days.
- Added a summary of the allegations.
- Added the race and gender of the complainant.
- Added the race and gender of the complainant.



# Internal Affairs Team

- Lt. Michael Gore [gorem@charlottesville.gov](mailto:gorem@charlottesville.gov)
- Sgt. Greg Wade  
[wadeg@charlottesville.gov](mailto:wadeg@charlottesville.gov)

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