

**ALAMOSA POLICE DEPARTMENT
PROCEDURE FOR FILING
CITIZEN COMPLAINTS OR COMMENDATIONS**

The Alamosa Police Department is committed to providing quality, professional service to all members of the community. The Alamosa Police Department does its best to recognize individuals who provide exemplary service. Community members or visitors to Alamosa, Colorado who have had a positive experience with an APD officer or civilian employee are invited to share their positive experiences by submitting a commendation.

Sometimes, however, individuals may feel that a member of the Alamosa Police Department has failed to meet that standard by engaging in misconduct. In these situations, individuals are encouraged to file a formal citizen complaint.

The Alamosa Police Department investigates all citizen complaints in a fair, thorough, and impartial manner. The following helps to explain the citizen complaint process, including how to file a complaint, and how that complaint is investigated.

This procedure in no way replaces any of the legal actions you may wish to initiate.

PROCEDURES

1. All citizen complaints will be reviewed and/or investigated.
2. A Professional Standards report is completed.
3. A letter acknowledging receipt of the complaint is sent by the Professional Standards Manager to the complainant.
4. The complainant will be interviewed.
5. All facts pertinent to the incident will be compiled.
6. The investigator will prepare a complete report after the investigation is completed. The Professional Standards Manager reviews the completed investigation for thoroughness.
7. If the complaint is classified as "sustained", recommendations for discipline are forwarded with the report to the Chief of Police.
8. If the recommendation to the Chief of Police is that the complaint is classified as "exonerated" "unfounded", "sustained", "not sustained" or "not involved" the complainant will be notified in writing.
9. If the recommendation to the Chief of Police is that the complaint is classified "sustained", appropriate corrective action will be taken.

DISPOSITION OF A COMPLAINT

Each complaint is judged according to the following categories:

1. **Sustained:**

The investigation disclosed sufficient evidence to clearly prove some of the allegations made in the complaint.

2. **Not Sustained:**

The investigation failed to discover sufficient evidence to clearly prove or disprove the allegations made in the complaint.

3. **Exonerated:**

The investigation indicated the acts did occur, but the acts were justified, lawful and proper.

4. **Unfounded:**

The investigation indicated that the act or acts complained of did not occur.

5. **Not Involved:**

The investigation established that the officer subject to the complaint was not involved in the alleged complaint.

HOW TO FILE A COMMENDATION OR COMPLAINT

If you wish to make a commendation or complaint about the actions of an Alamosa Police Department Officer or about any aspect of the Alamosa Police Department, please submit one of the attached forms by either email or mail to:

Alamosa Police Department
Attn: Craig Dodd, Chief of Police
P.O. Box 1101
Alamosa, CO 81101

Phone: (719) 589-2548
Email: cdodd@ci.alamosa.co.us