

INTERNAL INVESTIGATIONS AND CITIZEN COMPLAINTS

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Chief of Police
Charlottesville Virginia



Complaints versus 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

- 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
- Fax
- Online
- Anonymously
- Third party



Investigative 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.



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.



Investigative Process

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



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 notice for the below case. All matters related to the below complaints should be completed by May 20, 2019.

Case number: IA2019 – 00XX

Date complaint received: February 26, 2019

Complainant: John Doe

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

Expected completion date: 05/20/2019



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**.



Completed internal 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.



Review Process

- A letter is sent to the complainant.
- 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.



Internal Affairs Team

- Lt. Michael Gore
gorem@charlottesville.org
- Sgt. Robert Haney
haneyr@charlottesville.org
- Phone:
Internal Affairs Unit: 434-970-3600
434-970-3888



Moving Forward

- Closing outstanding cases (2017-2018)
- Closing cases within 45 days as a matter of practice.
- Hiring a full-time investigator
- Audit and Compliance Team

