INTERNAL INVESTIGATIONS AND CITIZEN COMPLAINTS

Dr. RaShall M. Brackney
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 though 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 in 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