



CITIZEN COMPLAINTS FLOW CHART

COMPLAINT RECEIVED;
INFORM COMMISSION

[Article 65 §190](#) of the Burlington City Charter vests disciplinary authority for members of the police department in the Chief of Police. When the Burlington Police Department receives a [citizen complaint](#) about an employee’s conduct, [Department Directive DD40](#) states the Chief of Police shall cause that complaint to be investigated as soon as practical. By [policy agreement](#), the Chief will report to the independent Burlington Police Commission on all complaints.

INJURY TO PERSON?
PUBLIC CONCERN?
INFORM MAYOR

According to [Mayoral Executive Order](#), when a police officer uses force that results in injury to any person or that raises significant public concern, the Chief of Police will formally review the situation with the Mayor and seek the Mayor’s concurrence with the Chief’s disciplinary determinations. The Chief must obtain the Mayor’s concurrence or other final recommendation before reviewing the case with the Police Commission and must share the Mayor’s views with the Commission.

SERIOUS COMPLAINT?
VERBAL BRIEF TO
COMMISSION

For higher-level complaints, such as those involving an allegation of excessive use of force, dishonesty, discrimination, harassment, or other serious misconduct; or for any lower- or mid-level complaint that results in discipline beyond a written reprimand; or for any other conduct for which suspension or termination is recommended, the Chief will provide the Police Commission with a full verbal briefing of the allegations, the Mayor’s views (if applicable), and the Chief’s recommended disposition of the case in executive session.

COMMISSION ASSESSES
CHIEF’S DISPOSITION

After receipt of the verbal briefing, the Police Commission may:

- accept the Chief’s report and recommended action in full or in part;
- request additional information;
- request that the Chief reconsider the action and/or make a recommendation to the Chief about the investigation, process, disposition, or other aspect of the matter, or
- postpone action to a later date, but no later than 14 days from the date of initial receipt of the report

CHIEF FINALIZES
DISPOSITION

The Chief may accept or reject the Police Commission’s recommendations, but must explain any rejection. If a majority of the Police Commission disagrees with the Chief’s decision, the Police Commission Chair shall report this to the Mayor.

20 VSA §2401?
CHIEF REPORTS TO VCJC

As per the Vermont Criminal Justice Council and [Vermont’s Act 56](#), if the conduct alleged in the complaint meets the definitions of Category A, Category B, or Category C conduct in [20 VSA §2401](#), the Chief will comply with the duty to report described in [20 VSA §2403](#).