1. [DD40](https://www.burlingtonvt.gov/sites/default/files/Police/files/DD40%20-%20Quality%20Control%2C%20Internal%20Investigations%20%26%20Discipline.pdf), Section 1, Subsections B, C, D, F, and G describes the process by how allegations of violations of Department Rules or Regulations are initiated from within or outside of the Department. Does the Committee wish to make any changes to how internal or community complaints are initiated?
2. BPD Employee Complaints Against Another Employee (“Internal”)
   1. Existing: Employee complaints against another employee initiated to immediate supervisor verbally or written and transmitted to chief up chain of command (DD40 B)

**GB: PWC policy characterizes all complaints, whether generated internally or externally, as “Citizen’s Complaints.” There maybe internally generated complaints that implicate the actions of department employees as they relate to interactions with the community (i.e., employee complaint against another regarding conduct during a stop or involving the use of force).**

**I would like the policy regarding the handling of this type of complaint changed so it is clearly stated that it only applies to “normal” workplace conduct such as tardiness, absenteeism, and the like.**

1. “Community Complaints”

**GB: As a matter of language, I believe we should change the current “citizen” complaint language in DD40 to “community complaints.” We have many “non-citizens” in our city.**

Existing: All people who would lodge a complaint against a BPD employee will be asked to fill out a “citizen’s complaint form (“form”) ”. The form requires the name, address and home phone number of the person, date of the report, date of the incident, incident time, location, officer involved or description of the officer, witness names, addresses, phone numbers, and a brief statement of the incident. Complaints can be made anonymously but the department says that it will not follow up with the person if it is. (DD40 C and Form)

**GB: CNA recommendation 2.1.1 calls for complaint information gathered and tracked include complainant demographics and the demographics and personnel info of the “target” of the complaint (e.g. rank, tenure, role), and the associated, applicable policy(ies).**

**I agree with adding this information as part of the complaint initiation and intake process. The means of obtaining this information needs to be done in a culturally sensitive way.**

Community complaints where person elects not to document the complaint on the are verbally received by a receiving officer who obtains the pertinent facts and refers the complaint to the Officer in Charge (OIC) who then fills out the form with as much information as is available. All complaints are reported to the Chief. (DD40 C)

Community complaints given to a Police Commissioner would follow the same basic path as complaints filed with a department receiving officer. The commissioner would do their best to obtain the information on the form. (Role of the Burlington Police Commission in Reviewing Complaints Against BPD Employees August 25, 2020 1)

**GB: CNA recommendation 2.3.1 calls for each person filing a complaint to be referred to a supervisor, the internal affairs bureau, or HR. It does not appear that this is being done or being reflected in the PWC’s complaint policy. I’m interested in the PWC’s and Dept.’s position.**

**GB: CNA recommendation 2.3.1 calls for the clarification of the complaint process to include clarity that a complaint can be filed from any source, including email and mailed complaints. 2.4.1 calls for DD40 to be updated to reflect this. I agree.**

A “minor” misunderstanding that can be resolved by an explanation of law or policy can be resolved by the line supervisor. The form and form process does not need to be used. It “should” be documented on either the Daily Shift report or an email to the DC of Admin and the Chief. If the person is not satisfied with this resolution, they may complete a form. (DD40 D).

If the Chief determines it is necessary to begin an internal investigation, the Chief “will” forward all “relative” (sic) (relevant?) information to the DC of Admin (DD40 E)

**GB: This is a question of who and how complaints are investigated. If that is changed, then this needs to be changed as well.**

Employees are required to take every effort to facilitate the convenient, courteous and prompt receipt and processing of community complaints and any employee who interferes with, discourages or delays the making of a complaint “shall” be subject to disciplinary action. (DD40 F)

The form and explanatory cover letter shall be made available to the public. (DD40 G)