

**Purpose:** This report will summarize the complaint process, complaints and internal affairs investigations received in calendar year 2018 at the Enfield Police Department. It is important to understand this report will not provide explicit detail of each investigation but rather is designed to provide summary information to the public in an effort to maintain transparency, trust and cohesion with the citizens this department serves.

## **Discussion**

### *The complaint process*

The Enfield Police Department complaint process is designed to provide individuals “with a fair and effective avenue for the redress of their legitimate grievances” regarding their interactions with the Enfield Police Department.<sup>1</sup> This purpose is balanced with the need to provide a measure of protection to police department employees from false allegations that comport with due process under the United States and Connecticut Constitutions.

The department’s complaint process is modeled after the Connecticut Police Officer Standards and Training Council’s model policy.<sup>2</sup> Complaints against department members may be received in nearly any manner of communication (in person, mail, facsimile, electronic or telephonically) and may be received 24 hours a day. Department members are directed to be helpful in the process and members have a duty to assist citizens during the complaint process. Nothing prohibits supervisors from initiating an investigation when facts indicate there is misconduct, even if the individual complaining does not want to file a formal complaint. In some circumstances, complaints can be resolved or reconciled with providing the public with information on department policy, statutory law or case law; many times the central thrust of the complaint stems from a misunderstanding of law enforcement policies, rules and regulations.

When a complaint is received and cannot be resolved with an explanation to the individual, the supervisor is directed to gather as much information as possible, document and preserve any evidence, complete the Citizen Complaint form (CC-1) and assign what is known as a control number to the complaint. The control number corresponds with a citizen complaint control log designed to track complaints that come into the department and ultimately the conclusion of the complaint. Important to understand, not all control log entries result in a formal internal affairs investigation or that the department member is culpable of misconduct. The control log is simply designed to record complaints the department receives about personnel and the ultimate outcome. The disposition column dictates the final resolution of the complaint. The department’s complaint process allows for a first line supervisor to resolve the complaint at the onset or submit the complaint for review by the chain of command. Regardless of the supervisor’s decision, all reports are forwarded to the Captain for review.

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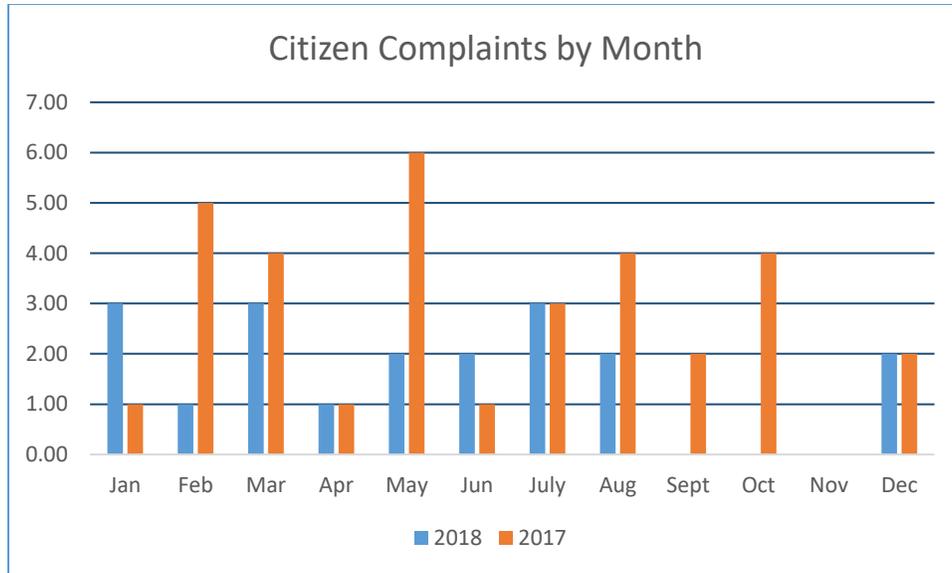
<sup>1</sup> GO 52-1

<sup>2</sup> See General Notice 15-03 Adoption of a Mandatory Uniform Policy Concerning Complaints That Allege Misconduct by Law Enforcement Agency Personnel, available at: [https://portal.ct.gov/-/media/POST/GENERAL\\_NOTICES/2015/GN1503POLICYCONCERNINGCOMPLAINTSTHATALLEGEMISCONDUCTBYLE.pdf.pdf?la=en](https://portal.ct.gov/-/media/POST/GENERAL_NOTICES/2015/GN1503POLICYCONCERNINGCOMPLAINTSTHATALLEGEMISCONDUCTBYLE.pdf.pdf?la=en) (requiring availability of the department policy at a municipal building and on the department’s website).

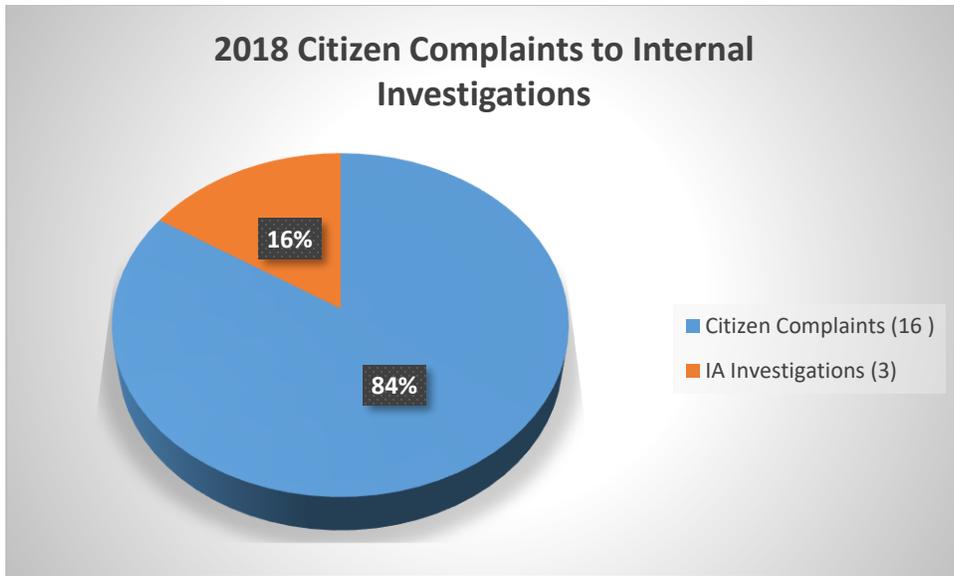
*2018 Internal Affairs Investigations*

A review of the control log revealed the department had 19 entries and three formal internal affairs investigations during the calendar year 2018. Of the 19 complaints, one resulted in action against a department member while 18 were closed due to reconciliation, exoneration, unfounded or lack of cooperation from the complainant.

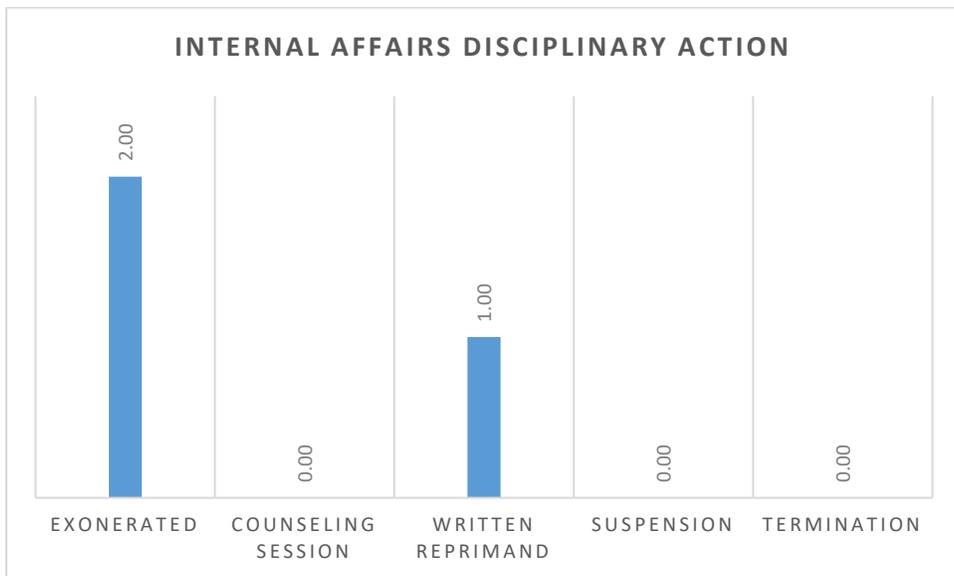
The calendar year 2018 resulted in three internal affairs investigations; one resulted in a written reprimand and two investigations resulted in exoneration of department members.



The above chart references the number of complaints by month for years 2018 and 2017. While 2017 saw significantly more citizen complaints than 2018, there is no known reason for the difference.



The above chart reflects the number of citizen complaints that went to a formal internal affairs investigation. For year 2018, 3 of 19 citizen complaints went to a formal Internal Affairs investigation while 16 were resolved before a formal investigation was opened.



The above chart reflects the outcome of the internal affairs investigations for year 2018. Of the three internal affairs investigations, two resulted in exoneration of department members and one resulted in a written reprimand.