

**WHITE MOUNTAIN APACHE POLICE DEPARTMENT
CITIZEN COMPLAINT PROCEDURE**

If a citizen chooses to make a complaint, the White Mountain Apache Police Department will follow a formal process to ensure that the complaint is thoroughly investigated. When a complaint is filed, we will ask for the complainant's name, address, a telephone number where the complainant can be reached and details of the complaint including date, time, location and the name of the involved employee(s) if known. If the complaint is by mail, the same information will be needed.

When the complaint is received, the Professional Standard Unit may send a letter to inform the complainant that the complaint was received. The assigned Professional Standards Unit Investigator will conduct a thorough investigation. The investigator will interview the employee involved including all witnesses. The complainant may be contacted for additional details or to clarify the information already provided in the initial complaint.

The White Mountain Apache Police Department takes its citizen concerns seriously; we believe the members of our community are entitled to efficient, fair, and impartial service.

MAKING A COMPLAINT

- There are two types of complaints. The first and most serious are complaints alleging a violation of law. The second type of complaint includes allegations of a less serious nature and may concern violation of White Mountain Apache Police Department Policies and Procedures.
- Although employees named in the complaint will at some point be required to respond to the specific allegation, they are not permitted access to cases under investigation. Complainants need not be concerned that they will be subject to retribution for legitimately filling a complaint because the White Mountain Apache Police Department has procedures in place to prevent this.
- Complainants who have current criminal or traffic charges pending should be aware that the internal review process deals solely with Department Policy matters and the conduct of White Mountain Apache Police Department employees. Regardless of the outcome of the internal investigation, existing criminal or traffic charges must be dealt with through the proper court of jurisdiction.
- Complainants should be aware of the consequences of filing a falsified report or making statements that are untrue may result in criminal charges or civil liability claims to be filed in a court of jurisdiction.

Valid complaints are swiftly and thoroughly investigated and appropriate measures are taken to ensure the professional conduct of the White Mountain Apache Police Department personnel. The complainant **will not** be told of any disciplinary actions and of the final determination about the disposition of all complaints.

