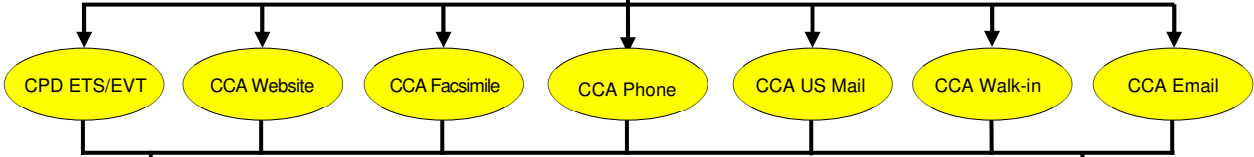


How a complaint is filed



CCA investigates:
 Deaths in Custody
 Discharging of Firearms/Tasers
 Discrimination/Racial Profiling
 Excessive Force/Use of Force
 Improper Searches/Seizures/Entries
 Improper Pointing of Firearms
 Improper Stops/Detention

All complaints received by CCA are referred to CPD Internal Investigations Section (IIS) for investigation or review through CPD's Citizen Complaint Resolution Process (CCRP).

Process followed for all CCA investigations

Within 48 hours of receipt, the complaint is submitted to an Investigator and assigned a case number.

Investigator contacts Complainant and sends a Notice to Appear (NTA) to Officer for interviews.

Investigator sends records request for all material evidence.

Based upon all available evidence, the Investigator determines whether the alleged conduct occurred and if the conduct fell within applicable law, policy or procedure. All relevant conduct is considered, and any violations of law, policy or procedure discovered by the Investigator are noted.

Investigator reviews applicable laws, regulations, policies, procedures, training materials and guidance documents.

Investigator interviews Complainant, Officers and Witnesses.

Investigator drafts investigative report. Investigative report includes summary; interviews; evidence; applicable law, policy and procedure; analysis; conclusion and findings. The report may include recommendations or observations. Unless extenuating circumstances, report is completed within 90 days.

Draft investigative report is given to the Director for review and approval. Upon approval and submission to the Board, the investigation is complete.

Complainant and CPD are notified of investigative findings as well as the date and time for CCA Board meeting where report will be discussed.

CCA's final investigation reports, with any Board findings, are sent to the City Manager for final disposition. Chief of Police also receives the reports. The City Manager's decision is FINAL.

Complainant and involved Officer appeal rights end at the Board meeting. Parties should contact CCA immediately or appear at the Board meeting if they have questions, concerns or want to appeal.

Complaint is presented at the monthly Board meeting. The Board may receive testimony or comment. Board agrees or disagrees with Director's findings.

CCA notifies complainant and subject officers of the final disposition, including the City Manager's decision.

The City Manager's final decision is sent to the Chief of Police.

Chief of Police should review findings and take any necessary corrective actions regarding officers' conduct.