

	Citizen Complaints	

2.8.00

Purpose

The purpose of this Policy is to improve the quality of police services, improve the relationship between the University and the citizens being served

A. Informal Complaint Process

When a complaint does not allege criminal activity, use of excessive force, or violation of a constitutional right, it will be referred to the Shift Commander on duty for evaluation. The Shift Commander will attempt to resolve the complaint to the satisfaction of the complainant. If the complainant is not satisfied with the proposed resolution, the complaint will be handled under the formal complaint process.

B. Formal Complaint Process

The formal complaint process must be used whenever a complaint alleges criminal activity, excessive force, violation of a constitutional right, or when the complainant is not satisfied with the proposed resolution under the informal complaint process.

C. Acceptance of Complaints

All complaints against the Marquette University Police Department or its employees, including those anonymously, will be courteously received and thoroughly investigated.

1. When any member of the Department becomes aware of a complaint against another department member that must be processed under the formal complaint process, the complaint shall be immediately referred to the Chief of Police. The University's Office of General Counsel must also be notified within one (1) business day, either by the Chief of Police or by the Shift Commander.
2. Complaints received more than 60 days after the alleged incident will be evaluated to determine if sufficient information or evidence remains available to permit an effective investigation. The determination as to whether such a complaint will be investigated will be made by the University's President or Provost after the complaint has been reduced to writing and forwarded by the Chief of Police with his recommendation on how the Department should proceed.
3. The complaint shall either be made in writing by the complainant or reduced to writing by a senior officer who is aware of the substance of the complaint. The complaint must be a statement of facts and should be signed by the complainant where possible.

