HARRISON POLICE DEPARTMENT
Internal Affairs and Citizen Complaints Policy
Effective Date: June 1, 2026

This policy is for internal use only and does not enlarge an employee's civil liability in any way. The policy shall not be construed as creating a higher duty of care with respect to third-party civil claims against employees. A violation of this policy, if proven, may form the basis for administrative action in accordance with applicable laws and departmental procedures.

I. PURPOSE

The Harrison Police Department is committed to transparency, accountability, professionalism, and responsiveness to citizen concerns regarding employee conduct and departmental operations.

This policy establishes procedures for accepting complaints, conducting administrative investigations, adjudicating complaints, and administering fair and reasonable discipline when appropriate.

The department shall ensure complaints are handled in a consistent, objective, and professional manner.

II. POLICY

It is the policy of the Harrison Police Department to accept, document, review, and investigate complaints alleging employee misconduct or dissatisfaction with departmental operations.

The complaint and investigative process is intended to identify misconduct, protect employees from false allegations, improve departmental operations, and strengthen public confidence.

III. DEFINITIONS

A. Complaint of Employee Misconduct

An allegation from any source that an employee committed an act or omission which, if true, would violate department policy, rules, regulations, or law.

B. Complaint of Department Dissatisfaction

A complaint from an external source expressing dissatisfaction with departmental policy, procedures, or practices.

C. Public Concern

A concern expressed by a member of the public that does not rise to the level of a formal complaint but requires documentation.

D. Public Service Report

A form made available to members of the public describing the complaint.

E. Administrative Investigation

An internal investigation conducted to determine whether an employee violated departmental policy or standards.

IV. PROCEDURES

A. Sources of Complaints

Complaints may originate from aggrieved persons, third parties, anonymous sources, department employees, media reports, governmental agencies, or notices of civil claims.

B. Methods of Complaint Submission

Complaints may be submitted in person, by telephone, letter, email, or other electronic means.

Complaints shall be accepted regardless of the method of communication. Anonymous complaints may be investigated when sufficient factual information exists.

C. Employee Responsibilities

Employees who become aware of citizen complaints or employee misconduct shall immediately notify an on-duty supervisor.

Employees shall gather available information and ensure the complaint is forwarded to supervisory personnel without unnecessary delay.

Failure to comply with complaint reporting requirements may result in disciplinary action.

D. Supervisor Responsibilities

Supervisors shall conduct preliminary inquiries into complaints and attempt to resolve minor concerns when appropriate.

When resolution is not possible, supervisors shall provide the complainant with the appropriate complaint forms and explain the investigative process.

Completed complaint documentation shall be forwarded to the Chief of Police or designee for review and disposition.

E. Complaint Initiation

The initiation of an administrative complaint does not depend upon the cooperation of the complainant.

If sufficient information exists to indicate possible misconduct, the department may initiate a complaint independently.

F. Complaint Review and Assignment

All complaints alleging policy violations or unlawful conduct shall be reviewed and assigned for investigation when appropriate.

The Chief of Police shall be notified of complaints involving officers, employees, or volunteers as soon as practical.

G. Investigative Procedures

Investigators shall gather reports, recordings, dispatch records, digital evidence, and other relevant materials associated with the complaint.

Investigators shall interview complainants, witnesses, and involved employees in an appropriate and professional sequence.

Employees under investigation shall receive notice of the allegations unless delayed notification is necessary due to investigative sensitivity.

Employees are required to cooperate truthfully during administrative investigations.

Interviews involving employees shall occur while the employee is in a paid status.

Employees shall not contact complainants during the pendency of an investigation unless authorized.

Garrity warnings shall be provided when appropriate.

H. Disposition of Complaints

Investigative findings shall be submitted to the Chief of Police or designee for adjudication.

Complaint dispositions shall be classified as Sustained, Inconclusive, Exonerated, Unfounded, or Policy/Training Deficiency.

When allegations are sustained, disciplinary action shall be administered in accordance with department policy and personnel procedures.

I. Appeal Procedures

Employees may appeal disciplinary actions in accordance with department procedures and applicable law.

J. Post-Disposition Procedures

The department shall notify complainants of the disposition of investigations when appropriate and consistent with applicable law.

Complaint investigations and records shall be maintained in a secure and confidential manner.

Release of complaint-related information shall comply with the Arkansas Freedom of Information Act and other applicable laws.

The department shall conduct periodic audits of the complaint and investigative process.

K. Criminal Allegations

When criminal conduct involving department personnel is identified, the Chief of Police shall be notified immediately.

Administrative investigations may proceed concurrently with criminal investigations when appropriate.

L. Reporting Requirements

When required by law, the Chief of Police shall notify the Arkansas Commission on Law Enforcement Standards and Training regarding officer terminations resulting from administrative investigations.

OFFICIAL COMPLAINT FORM

Name: _____

Address: _____

Phone: _____

Type of complaint: _____

Signature

_____