

JOPLIN POLICE DEPARTMENT	2-08 STANDARD OPERATING GUIDELINE
SUBJECT: Internal Affairs	REVIEW DATE: Annually - February
EFFECTIVE DATE: December 20, 2012	ACTION DATE:
AMENDS/SUPERSEDES: 2-08 March 17th, 2008	AMEND DATE: February 9, 2021
ACCREDITATION INDEX: 26.1.8, 52.1.1, 52.1.2, 52.1.3, 52.1.4, 52.1.5, 52.2.1 a, b, 52.2.2, 52.2.3, 52.2.4 a, b, c, 52.2.5, 52.2.6 a, b, c, d, e, 52.2.8	APPROVED:  Chief of Police

I. POLICY

The department's image and reputation depend on the personal integrity and discipline of all departmental employees. To a large degree, the public image of the department is determined by a professional response to allegations of misconduct against its employees. The department must competently and impartially investigate all allegations of misfeasance, malfeasance, nonfeasance by employees and complaints bearing on the department's response to community needs. The department recognizes that its personnel are often subject to intense pressures in the discharge of their duties. The employee must remain neutral under circumstances that are likely to generate tension, excitement, and emotion. In these situations, actions and events frequently result in misunderstanding and confusion. It is to the advantage of all employees to have a procedure for the investigation of the allegations and underlying circumstances so that complaints can be resolved in light of the complicated pressures of law-enforcement work.

II. PURPOSE

To describe procedures for making complaints against department personnel, for investigating complaints, and to list and define the dispositions of complaints.

III. DEFINITIONS

A. Category I Offense

Category I offenses are of minor severity yet require correction in the interest of maintaining a productive and well-managed department. Category I offenses normally result, in the first offense, in informal measures such as counseling, or perhaps verbal reprimand.

B. Category II Offense

Category II offenses include more severe acts and misbehavior. Category II offenses normally result, in the first instance, in issuance of a written reprimand.

C. Category III Offense

Category III offenses include acts of such severity as to merit suspension, demotion or dismissal at a single occurrence.

D. Fact-Finding Administrative Hearing

A hearing required under the City's due process requirements before any action can be taken to correct an employee's conduct of performance which would result in a loss of pay in any form, including involuntary transfers, demotions, suspensions or dismissals.

IV. PROCEDURES – INTERNAL AFFAIRS

A. Internal Affairs Authority

1. The Chief of Police will appoint personnel to the Office of Internal Affairs, who will usually conduct any Internal Affairs investigation. If extenuating circumstances are involved, the Chief of Police may appoint other personnel to conduct an I.A. investigation as needed. The Office of Internal Affairs will report directly to the Chief of Police while conducting I.A. investigations. (52.1.3)
2. The Internal Affairs investigator is an extension of the Chief of Police. He/she acts with the authority of the Chief of Police, regardless of his/her individual rank. All members of the Department shall respond to requests or orders from the I.A. investigator just as they would to requests and/or orders from the Chief of Police. Other duties include: (52.2.1 B)
 - a. Investigates citizens' complaints at the direction of the Chief of Police:
 - i. Allegations of minor misconduct, Category I violations, which would result in relatively light discipline (Counseling, Training, and Verbal Warning) may be referred back to the officer's supervisor for investigation and/or discipline. Examples include discourtesy or other lesser violations of department policy. (52.2.1 A)
 - b. Conducts other investigations ordered by the Chief of Police:
 - c. Conducts investigations into members discharging firearms or being shot (whether on or off duty). The authorized shooting of injured animals will not be investigated.
 - d. Conducts a records check of all employees of the Police Department (sworn and non-sworn) every three years. The records check will include a check of open public records sources, a criminal history, and a driving history check. If criminal or civil actions are located during this check that have not already been investigated or reported to the department, then an investigation into the matter will be conducted by Internal Affairs.
 - e. Briefs the Chief of Police regarding each Internal Affairs complaint: (52.2.2)
 - i. The Chief of Police will immediately be notified of a reported Category II or Category III offense.
 - f. Monitors the progress of any investigation of a criminal charge against a member, to determine if the alleged misconduct involved is in violation of Department Rules, Regulations, or Orders. Lack of evidence to substantiate a criminal charge will not automatically void any disciplinary actions arising out of a subsequent I.A. investigation into the same incident:
 - g. If requested, assists in preparing a defense against civil suits filed against the City as a result of any alleged acts by a department member.
 - h. Conducts inquiries into use of force incidents, with or without injury, at the discretion of the Chief of Police; and
 - i. Investigates any additional misconduct that may be discovered during the course of an investigation, and forwards the results with the original case.

V. PROCEDURES – THE COMPLAINT

A. Accepting the Complaint

1. The department encourages citizens to bring forward legitimate grievances regarding substandard service or misconduct by employees. All complaints against the agency or its employees, including anonymous complaints, shall be investigated (52.1.1). Department members shall receive all complaints courteously and shall handle them efficiently. All employees are obligated to explain complaint procedures to inquiring citizens. Complaint procedure pamphlets are available to officers and citizens at the police front desk, and on the Internet at the Joplin Police Department website. (52.1.4)
2. All complaints, regardless of nature, can be logged in person, by mail, or by phone at any time. As part of the follow-up investigation, persons making complaints shall be interviewed and a written complaint prepared. A copy of the complaint form is found in the appendix to this order. In case of an anonymous complaint, the officer or other person who receives the anonymous complaint shall complete the form in the appendix to the extent possible. Anonymous complaints shall be followed up to the extent possible.
3. Every effort shall be made to facilitate the convenient, courteous, and prompt receipt and processing of citizen complaints. An employee of the department, who interferes with, discourages, or delays the making of complaints shall be subject to disciplinary action.
4. Normally, a citizen with a complaint shall be referred to the on-duty first-line supervisor who shall assist the citizen in recording pertinent information. When the Internal Affairs (IA) investigator is available, the citizen may be referred to them. Once the complaint form is filled out, it should be forwarded to the Office of Internal Affairs for investigation.
5. If the first-line supervisor or other investigator determines that the complainant is apparently under the influence of an intoxicant or drug, or apparently suffers from a mental disorder, or displays any other trait or condition bearing on his or her credibility, the supervisor or investigator shall note these conditions on the complaint form (the reverse side if necessary). Any visible marks or injuries relative to the allegation shall be noted and photographed.
 - a. Prisoners or arrestees also may make complaints, although circumstances may require a department representative to meet the complainant at a jail or prison for an interview. If appropriate, the representative will have photographs taken of prisoners' injuries.
6. An employee who receives a citizen's complaint through U.S. mail shall place the correspondence and envelope in a sealed envelope and forward it to the IA investigator, who shall determine investigative responsibility.
7. Complaints received by telephone by employees shall be courteously and promptly referred to the IA investigator or, in his/her absence, the on-duty first-line supervisor. The employee shall record the name and telephone number of the complainant and state that the IA investigator or, if unavailable, a supervisor shall call back as soon as practical.
8. Department employees desiring to enter a complaint against any other employee shall contact the Office of Internal Affairs.
 - a. It shall be the duty of all personnel to report allegations of employee misbehavior or misconduct to any supervisor.

- b. No member of the department who is the subject of a misbehavior or misconduct complaint shall intentionally take any action against the complainant in retaliation for the filing of the complaint. Any employee who retaliates against another as a result of the filing of such complaint shall be subject to disciplinary action up to and including dismissal from the department.
9. The IA investigator shall notify the complainant, in writing, as soon as practical, that the department acknowledges receipt of the complaint and that the investigation is underway. The IA investigator will also provide periodic status reports when appropriate. When the complaint is finally disposed of, he/she will notify the complainant in writing to advise that the investigation is complete and, based on the findings, that appropriate action will be taken. (52.2.4 A, B, C)

B. Investigating the Complaint

1. The IA investigator will ensure that a preliminary investigation is conducted. The preliminary investigation consists of questioning the department member, complainants, or witnesses, and securing evidence.
 - a. Upon completion of the preliminary investigation, the following documents shall be prepared and kept with the case file: a report of the alleged violation; any documents and evidence pertinent to the investigation; recommendations for further investigation or other disposition.
2. Employees will cooperate fully with any investigation of a complaint made concerning their actions or conduct. This includes: truthfully answering all questions asked, appearing in line-ups, consenting to and submitting to tests such as polygraph examinations, medical tests such as providing urine for drug screening, or a breath sample for blood/alcohol testing. (52.2.6 A, C, E)
3. Employees are not permitted to discuss the investigation or any aspect of the investigation with any person outside the Office of Internal Affairs unless that person has been assigned by the Office of Internal Affairs to conduct the investigation. The only exceptions will be the attorney representing the employee in the case, or any other person authorized by the Chief of Police.
4. Two types of investigations may take place: administrative or criminal. Different rules govern interviews of employees in each case. Administrative and criminal investigations may be conducted simultaneously, but investigators assigned to the administrative investigation may not collaborate or share information with the criminal investigator.
5. During an investigation of an alleged Category III offense and before any interview with the employee under investigation, the employee under investigation shall receive a confidential written notice of the complaint (see Administrative Proceedings Rights Notice of Allegations Form in Appendix). This notice will include a summary of the allegations, a summary of the facts, and the employee's rights and responsibilities. (52.2.5)
6. Interviews for administrative purposes: If the IA investigator or supervisor conducting the investigation wishes to compel an employee to answer questions directly related to his or her official duties and the investigator is willing to forego the use of any answers in a criminal prosecution, the interviewer shall advise the employee that:
 - a. The purpose of the interview is to obtain information to determine whether disciplinary action is warranted. The answers obtained may be used in disciplinary proceedings resulting in reprimand, demotion, suspension, or dismissal.

b. All questions specifically related to employment must be fully and truthfully answered. Refusal to answer may result in disciplinary action.

c. No answers given or any information obtained by reason of such statements are admissible against the employee in any criminal proceeding.

i. Before the interview, the investigator should read the following to the employee:

"I advise you that you are being questioned as part of an official investigation of the department. You will be asked questions specifically directed and narrowly related to the performance of your official duties or fitness for office. You are entitled to all the rights and privileges guaranteed by the laws and the constitution of this state and the Constitution of the United States, including the right not to be compelled to incriminate yourself. I further wish to advise you that if you refuse to testify or to answer questions relating to the performance of your official duties or fitness for duty, you will be subject to departmental charges that could result in your dismissal from the department. If you do answer, neither your statements nor any information or evidence that is gained by reason of such statements can be used against you in any subsequent criminal proceeding. However, these statements may be used against you in relation to subsequent departmental charges."

d. In an interview for administrative purpose, no *Miranda* rights are required. Further, the foregoing rules are inconsistent with *Miranda* in that employees' statements cannot be used as evidence.

e. The interviewing officers shall use the "administrative proceedings rights" form found in the appendix to this instruction.

7. Interviews for criminal investigative purposes: Law violations will only be sent for prosecutor review when the administrative investigation, if sustained, will result in loss of pay (suspension, demotion, or termination). If the IA investigator believes that criminal prosecutions are possible and wishes to use statements against the employee in a criminal proceeding, or at least wishes to maintain the option of their use, he/she will advise the Chief of Police. If the Chief of Police concurs, he/she will decide if the criminal investigation will be handled internally, or by an outside agency. If the investigation is to be handled internally, the Investigations Bureau Captain will open a criminal investigation (separate from the administrative investigation). The criminal investigator will:

a. Give the employee *Miranda* rights before any interview.

b. Advise the employee that if he asserts his right not to answer questions, no adverse administrative action will be taken based upon the refusal.

i. If the employee decides to answer questions at this point, the responses may be used in *both* criminal and disciplinary proceedings.

ii. Note that the *Miranda* admonition includes the provision that a lawyer may be present at an interview. Although technically the employee has no right to counsel until the employee has been criminally charged or his or her freedom of action has been deprived, the department wishes the employee to have the option. The department wishes no possibility to arise in which its actions might be construed as coercive.

8. Investigative Tools and Resources: In addition to interviews of the employee and witnesses, the Chief of Police may authorize other activities in support of an internal investigation, including:
- a. Medical and laboratory examination: A supervisor may require a department employee to submit to a test for alcohol or drug use while on duty. The results may be used in a disciplinary hearing. Refusal to submit to the examination will be grounds for disciplinary action and may result in the employee's dismissal (see the City of Joplin Rules and Regulations "Alcohol and Controlled Substance Testing Policy"). (52.2.6 A)
 - i. If the employee is believed to be under the influence of alcohol, a licensed Breathalyzer operator shall administer the test. The IA investigator or on-duty supervisor shall witness the test and sign the report.
 - ii. If the employee has a reading of .02 or higher, or there is other competent evidence of impaired abilities to perform duties, the employee shall be relieved of duty by the on-duty supervisor or other officer in authority.
 - iii. If the employee is believed to be under the influence of self-administered drugs, he may be compelled to submit to a urine test. The test shall be administered by a facility authorized by the City of Joplin.
 - iv. If the test shows positive results, or there is other competent evidence of impaired abilities to perform duties, the employee shall be relieved of duty as soon as possible by the chief of police or other officers in authority.
 - v. If an employee refuses to submit to a test, (alcohol or drugs) then the chief of police or other officer in authority shall immediately relieve the employee from duty for failure to cooperate in an administrative investigation.
 - vi. The on-duty supervisor may direct an employee to submit to a breath, or urine test when a level of inebriation or drug usage is suspected as interfering with the performance of duty.
 - 1. Property assigned to the employee but belonging to the department is subject to inspection where the department has a reasonable suspicion that evidence of work-related misconduct may be found therein. Department property includes files (to include electronic files and e-mails), storage lockers, desks, and vehicles.
 - b. Photograph and lineup identification procedures: Employees may be required to stand in a lineup for viewing by citizens for the purpose of identifying an employee accused of misconduct. Refusal to stand in a properly conducted lineup is grounds for disciplinary action and may result in dismissal **if** criminal prosecution is not anticipated. (52.2.6 C)
 - i. Photographs of department employees may be maintained for the purpose of identification by citizens of an employee accused of misconduct. Photographs of employees are required by the department and shall be used when narrowly related to the employee's job. (52.2.6 B)

- c. Financial disclosure statements: An employee may be compelled to make financial disclosure statements when directly and narrowly related to allegations of misconduct involving any unlawful financial gain. Any evidence gained during the investigation of an administrative matter cannot be used in any criminal proceeding. (52.2.6 D)
- d. Polygraph (52.2.6 E)
 - i. Policy: All personnel shall be required to submit to a polygraph when ordered to do so by the Chief of Police, or by another superior officer with the authorization of the police chief or his designee.
 - ii. The results of the polygraph examination shall not be used as the sole basis for disciplinary action against any employee.
 - iii. Any polygraph examination given under the provisions of this order shall be administered by a private contractor certified to administer polygraph examinations or must be a certified examiner from another law-enforcement agency. No employee shall administer an examination to another employee.
 - iv. Refusal to submit to a polygraph examination or to answer all questions pertaining to the charges in the polygraph examination shall be grounds for disciplinary action and may result in dismissal from the department.
 - v. The following information must be provided to the employee asked to submit to examination:
 - 1. The nature of the inquiry, the name and rank of the investigating officer, and the name and rank of any person present during the examination.
 - 2. That his or her answers will not be used to prosecute him or her in a criminal proceeding.
 - 3. That he or she may refuse to take the polygraph or answer any questions, however, this refusal shall be grounds for disciplinary action that may include dismissal.
 - 4. That answers given during the polygraph examination do not constitute a waiver of the privilege against self-incrimination as it relates to criminal matters.
 - 5. A "Polygraph Examination Acknowledgement of Rights" form must be initialed and signed in the spaces indicated (see appendix to this instruction). Refusal to do so shall be grounds for disciplinary action that may result in dismissal.
 - vi. Any person who refuses to submit to a polygraph examination or refuses to answer any questions pertaining to the charges in such an examination as outlined above may be terminated from employment.

C. Disposition of complaints generally

- 1. The IA investigator shall:

- a. Conclude the investigation within thirty days.
 - i. If the investigation is expected to exceed thirty days, a written request for an extension shall be made to the Chief of Police prior to the thirty days time limit expiring.
 - ii. The Chief of Police will respond back in writing either denying or granting the extension. (52.2.3)
 - b. Following the investigation, forward to the chief of police a report of the incident, to include a conclusion that recommends a final classification. (52.2.8)
 - c. Classify completed internal affairs investigations as: (52.2.8)
 - i. Unfounded - no truth to allegations.
 - ii. Exonerated - allegations true, but result of adherence to proper and appropriate procedures and techniques.
 - iii. Not sustained - unable to verify the truth of the matters under investigation.
 - iv. Sustained - allegations true.
 - v. Policy Failure - The allegation is true, but employee's action was not inconsistent with policy and there is an indication of a need for policy review and revision.
 - vi. Withdrawn – Complainant withdraws their complaint.
 - vii. Inactivated – There is not enough information to conduct an investigation and no way of obtaining more information. The case may have to be inactivated until more information is available.
2. Within 3 days of the receipt of a completed investigation report, the chief of police, or his designee, will review the report and accept or reject the IA investigator's conclusion.
- a. If the classification of sustained is accepted, the Chief, or his designee, will indicate whether the case should go to a fact finding administrative hearing or recommend appropriate discipline short of suspension, demotion or termination.
 - i. Fact Finding Administrative Hearing should be used in cases where the discipline will be a suspension, demotion, or termination.
 - b. If the conclusion is rejected by the chief or his designee, the IA investigator will make all recommended follow-ups/changes until the conclusion is accepted.
3. Once the conclusion is accepted and returned to the Office of Internal Affairs, the IA investigator will do the following: (52.2.8)
- a. Send a conclusion letter to the complainant. The letter to the complainant will only advise that the investigation has concluded and appropriate action will be taken. Because all personnel matters are confidential, the classification will not be disclosed to the complainant. (52.2.4 C)

- b. If the classification is “exonerated”, “unfounded”, or “not sustained”, the Office of Internal Affairs will send a conclusion letter to the employee notifying him/her of the conclusion and classification.
 - c. If the classification is “sustained”, the Office of Internal Affairs will send a letter to the employee notifying him/her of the conclusion and classification, and:
 - i. Will advise that a fact finding administrative hearing will be scheduled (when an administrative hearing is recommended by the chief).
 - d. Regardless of the classification, a conclusion letter with the classification will be sent to the employee’s supervisor, and the Bureau Captain.
 - e. Will prepare the charges and supporting documentation for a fact finding administrative hearing when required. The date for the hearing will be obtained from the Human Resource Director within 14 days of the completion of the investigation.
 - f. Will serve the employee with the administrative paperwork.
 - i. The employee is required to indicate, by signature, whether he/she desires to have a fact finding administrative hearing, or if he/she desires to waive the hearing.
 - ii. A copy of the administrative paperwork (with the employee’s signature) shall be given to the employee, a copy kept in the employees IA file, and the original sent to the Human Resource Director.
4. All completed investigations with final classification will be maintained in a locked file in the Office of Internal Affairs. Sustained complaints with discipline consisting of a written reprimand or something more severe will also be filed in the individual employee’s city personnel file. (26.1.8, 52.1.2)
 5. Disciplinary action taken shall be determined by the seriousness of the violation or the extent of injury to the victim. It shall be commensurate with the circumstances surrounding the incident and in consideration of the employee's service record and prior sustained and not sustained complaints.

D. Statistical Records

1. The Office of Internal Affairs shall maintain a record of all complaints against the agency or employees and protect the confidentiality of these records by maintaining them in a secure area. (52.1.2)
2. The Chief of Police has the authority to release annual statistical summaries based upon Internal Affairs investigations. (52.1.5)
 - a. Upon request, this information may be made available to members of the Department and/or the general public. This information will not contain specific information such as an individual’s name, address, place of employment, (etc.).

VI. COMPLIANCE

Violations of this policy, or portions thereof, may result in disciplinary action as described in the City of Joplin’s Personnel Rules or the Joplin Police Department’s Rules and Regulations and General Orders.

Employees of the Joplin Police Department, while assigned to or assisting other agencies shall comply with this policy.

VII. APPLICATION

This document constitutes department policy, is for internal use only, and does not enlarge an employee's civil or criminal liability in any way. It shall not be construed as the creation of a higher legal standard of safety or care in an evidentiary sense, with respect to third party claims insofar as the employee's legal duty as imposed by law. Violations of this policy, if proven, can only form a basis of a complaint by this department, and then only in a non-judicial administrative setting.

**ADMINISTRATIVE PROCEEDINGS RIGHTS
NOTICE OF ALLEGATIONS**

NAME _____ DATE _____ TIME _____

Departmental policy provides that:

1. You are entitled to know what the complaint is that has been lodged against you by the complainant.
2. Refusal to answer all questions pertaining to the allegations made by the complainant, either orally or in writing, shall be grounds for disciplinary action and may result in dismissal from the department.
3. The answers given during the investigation of an administrative matter will not be used against you in any criminal proceedings.
4. The answers given do not constitute a waiver of your privilege against self-incrimination as related to criminal matters.

Accordingly, you are hereby advised that the following allegations have been directed to you:

COMPLAINANT(S): 1. _____ 2. _____ 3. _____

You are being questioned as part of an official investigation of the department. You will be asked questions specifically directed and narrowly related to the performance of your official duties or fitness for office. You are entitled to all the rights and privileges guaranteed by the laws and the constitution of this state and the Constitution of the United States, including the right not to be compelled to incriminate yourself. I further wish to advise you that if you refuse to testify or to answer questions relating to the performance of your official duties or fitness for duty, you will be subject to departmental charges that could result in your dismissal from the department. If you do answer, neither your statements nor any information or evidence that is gained by reason of such statements can be used against you in any subsequent criminal proceeding. However, these statements may be used against you in relation to subsequent departmental charges.

The undersigned hereby acknowledges receipt in writing of the charges or allegations against him and his rights as pertaining to administrative proceedings.

Signature

WITNESS:

JOPLIN POLICE DEPARTMENT

COMPLAINT RECEIPT

TYPE OF COMPLAINT (PD USE ONLY)	DATE RECEIVED	TIME RECEIVED A.M./P.M. Circle AM or PM	COMPLAINT NUMBER (PD USE ONLY)
---------------------------------	---------------	---	--------------------------------

COMPLAINANT

NAME (Last, First, MI)		ADDRESS (Street, Route, City, State, Zip Code)		
DATE OF BIRTH	SOCIAL SECURITY NO.	HOME PHONE	BUSINESS PHONE	CELL/OTHER PHONE

EMPLOYEE (S) INVOLVED

NAME (Last, First, MI)	BADGE	NAME (Last, First, MI)	BADGE
NAME (Last, First, MI)	BADGE	NAME (Last, First, MI)	BADGE

WITNESSES

NAME (Last, First, MI)	TELEPHONE NO.	NAME (Last, First, MI)	TELEPHONE NO.
------------------------	---------------	------------------------	---------------

COMPLAINT RECEIVED <input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE <input type="checkbox"/> MAIL <input type="checkbox"/> OTHER	RECEIVED BY (EMPLOYEE TAKING COMPLAINT)
--	---

LOCATION OF INCIDENT	DATE OCCURRED	TIME OCCURRED A.M./P.M. Circle AM or PM
----------------------	---------------	---

BRIEF DESCRIPTION OF INCIDENT

COMPLAINANT'S AFFIRMATION

I do solemnly swear that the above information is true to the best of my knowledge. I understand that based on this complaint, an investigation will be conducted and that if substantiated, appropriate action will be taken. I further understand that if the investigation proves the allegations were known by me to have been false when the complaint was signed that the accused Joplin Police Department employee (s) may pursue legal remedies against me.

Appendix to SOG 2-08

SIGNATURE OF COMPLAINANT