



## Springfield Police Department – Citizen Complaint Process

The Springfield Police Department is dedicated to serve and protect the public and respond to community needs with professionalism. Public trust is of primary importance to every law enforcement agency. The Springfield Police Department requires its members to accept the responsibility for this trust.

The Professional Standards Unit reviews all complaints regarding the conduct of SPD employees and answers questions about police services and procedures. The Professional Standards Unit is designed to maintain the integrity of the Department and promote positive relations with the community.

### How to file a complaint?

Complaints or questions regarding police services and processes can be made in person, by phone, online, or in writing.

Telephone: 541-726-3714  
Address: Springfield Justice Center  
Springfield Police Department  
230 Fourth Street  
Springfield, OR 97477  
Website: <https://www.springfield-or.gov/city/police-department/>

Complaints are generally referred to the involved employee's supervisor, however citizens may speak with any police supervisor to initiate a complaint.

Written complaints can be sent to the attention of the Professional Standards Unit. Please ensure written complaints include the following information to assist with complaint investigation: your name and contact information, the date, time and location of the incident, the case number (if known), the name or badge number of the involved employee(s) (if known) and a brief description of the complaint.

### What happens after a complaint is submitted?

Complaints are initially reviewed and investigated by the involved employee(s) supervisor or the Professional Standards supervisor depending upon the severity of the allegation. Upon completion of the investigation all complaints are reviewed by the division lieutenant, Professional Standards supervisor and finally the Chief of Police.

### What occurs when the investigation is complete?

The complainant and involved employee will be notified of the outcome of the investigation. The Department aims to complete investigations within 30 days of receiving the complaint, but there are situations requiring a longer timeframe. If for some reason a complainant was not notified of the outcome of a complaint, we ask they call 541-726-3714 to speak with either the Professional Standards Sergeant or a Lieutenant.

Complaints are issued a disposition which would include one of the following:

- SUSTAINED: Allegation is supported by sufficient evidence.
- NOT SUSTAINED: Allegation is not supported by sufficient evidence to prove or disprove allegation.
- UNFOUNDED: Allegation is false.
- EXONERATED: Allegation is true, but the activity was proper and legal.
- OTHER MISCONDUCT: Substantiated misconduct alleged in complaint but discovered by investigation.

All case files regarding investigations are maintained by the Professional Standards Unit.

### **What is the discipline process?**

If a complaint is sustained, there are five types of disciplinary action which can be recommended:

1. COUNSELING — Administered orally by any supervisor in the chain of command of the employee and noted in the employee's evaluation log.
2. REPRIMAND — Given orally or in writing by a supervisor, command officer, or the Chief of Police for violation of departmental or city rules and regulations.
3. SUSPENSION — Given to a member by the Chief of Police for violation of rules or unacceptable behavior.
4. DEMOTION — A Department member may be demoted by the Chief of Police for violation of rules or unacceptable behavior.
5. DISMISSAL — The Chief of Police may dismiss a member for severe misconduct or unfitness. Any substantiated allegation of a criminal act committed by a member of the Police Department will be submitted to the Lane County District Attorney.

Records of disciplinary action are considered personnel records and are exempt by law from public disclosure.