



Internal Affairs and Complaints Summary

Calendar Year (CY) 2025 Annual Summary

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Summary Data Collection Period: CY2025

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Distribution: AVC/Chief, Deputy Chief, DU Campus Community and CALEA

CALEA STANDARD 25.1.5

25.1.5 Summary of Investigations Available to Public

The agency compiles annual statistical summaries of complaints and internal affairs investigation, which are made available to the public and agency employees.

OVERVIEW

All received internal and external complaints were fully investigated by the Department of Campus Safety (DCS). The Department's Patrol Captain transitioned oversight to the Deputy Chief for the Internal Affairs function mid-way through the year and both ensured all complaints against DCS personnel were investigated.

There were two citizen complaints and two internal employee complaints in CY2025.

STATISTICAL DATA

The Department of Campus Safety utilized an electronic software program, Guardian Tracking, for the purpose of recording the intake, review, assignment and processing of both internal employee complaints and external citizen complaints against members of the Department or the Department as a whole. This software ensures accurate reporting of these types of incidents and the Department's response. Each case is reviewed by the Chief of Campus Safety with conclusions and recommendations of corrective or disciplinary action, if applicable. The Chief of Campus Safety determines the final outcome of the case.

The below tables contain statistical data for citizen complaints received and internal employee complaints initiated between CY2023 and CY2025.

	2023	2024	2025
Citizen Complaint (External)	3	3	2
Sustained	0	0	1
Not Sustained	3	0	0
Unfounded	0	4	2
Exonerated	0	0	0
Withdrawn	0	0	0

Complaints may have more than one employee involved. The chart reflects the total number of findings of fact for each employee for the complaints received and assigned for investigation or an inquiry.

	2023	2024	2025
Internal Employee Complaints	1	2	2
Sustained	0	2	4
Not Sustained	1	0	0
Unfounded	0	0	0
Exonerated	0	0	0
Other	0	0	0

Complaints may have more than one employee involved. The chart reflects the total number of findings of fact for each employee for the complaints received and assigned for investigation or an inquiry.

CATEGORY	2023	2024	2025
Harassment Allegations	0	0	0
Discrimination Allegations	0	0	1
Bias Based Profiling	0	0	0

The above data is collected from the University’s Office of Civil Rights and Equal Opportunity. These cases are handled by this Department, and the specific content of the investigations are considered confidential.

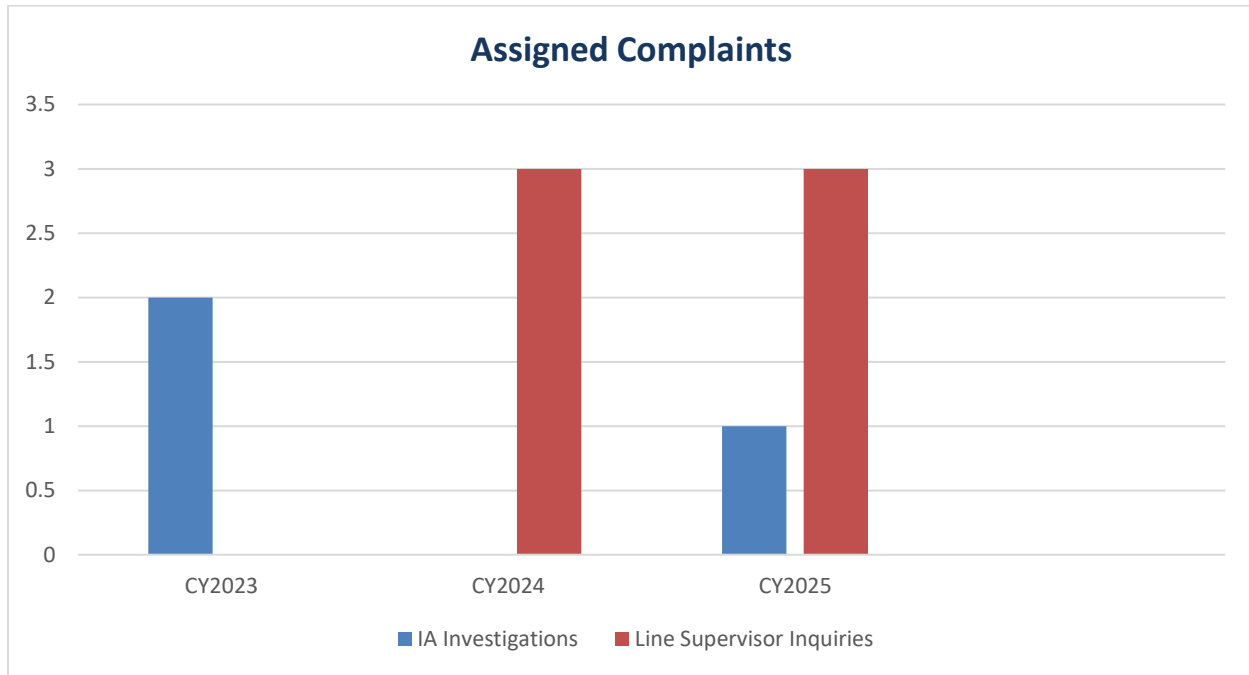
Complaint Findings and Actions

# of Complaints	Internal/External	Incident Number	Allegation	Finding	Action
1	External	25.01	Unauthorized Office Entry	Sustained	Coaching
2	External	25.02	Employee Misconduct	Unfounded	N/A
3	Internal	25.03	Employee Misconduct	Sustained	Coachings
4	Internal	25.04	Employee Misconduct	Sustained	Termination

INTERNAL AFFAIRS INVESTIGATIONS AND SUPERVISOR INQUIRES

In CY2025, three investigations were conducted by line level supervisors and one complaint was submitted to the Office of Civil Rights and Equal Opportunity for investigation.

Assigned Complaints – Internal Affairs Investigations vs Line Supervisor Inquiries



* For CY2025, the IA Investigation represents a complaint investigated by the Office of Civil Rights and Equal Opportunity.

FINAL DISCIPLINARY OR CORRECTIVE ACTIONS

The below table provides the type of discipline or corrective action associated with the investigated complaints as well as employee internal issues that did not rise to the level of a complaint.

Personnel Actions	2023	2024	2025
Termination	1	0	1
Resigned in Lieu of Termination	0	0	0
Suspension	0	0	0
Demotion	0	0	0
Written Warning	0	1	0
Verbal Coaching	16	11	14

POLICY REVIEW & CONCLUSION

The Internal Affairs directive and procedures used within Guardian tracking were reviewed by myself, the Deputy Chief, and Patrol captain, and possible changes are upcoming to make sure that policy clearly addresses current procedure. Guardian Tracking has also presented some tracking issues due to an upgrade to the platform that the Deputy Chief is working on mitigating.

The coachings that occurred outside of a formal complaint were reviewed and each was due to either minor policy violations or tardiness.