



Internal Affairs and Complaints Summary

Calendar Year (CY) 2024 Annual Summary

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Summary Data Collection Period: CY2024 Annual Summary

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Distribution: 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). In CY2024, the Department's Captain of Patrol oversaw the Internal Affairs function and ensured all complaints against DCS personnel were investigated, either as an Internal Affairs Investigation, or at the supervisor level through a Supervisor Inquiry.

There were three citizen complaints in CY2024 and two internal employee complaints lodged against a DCS employee by another DCS employee.

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.

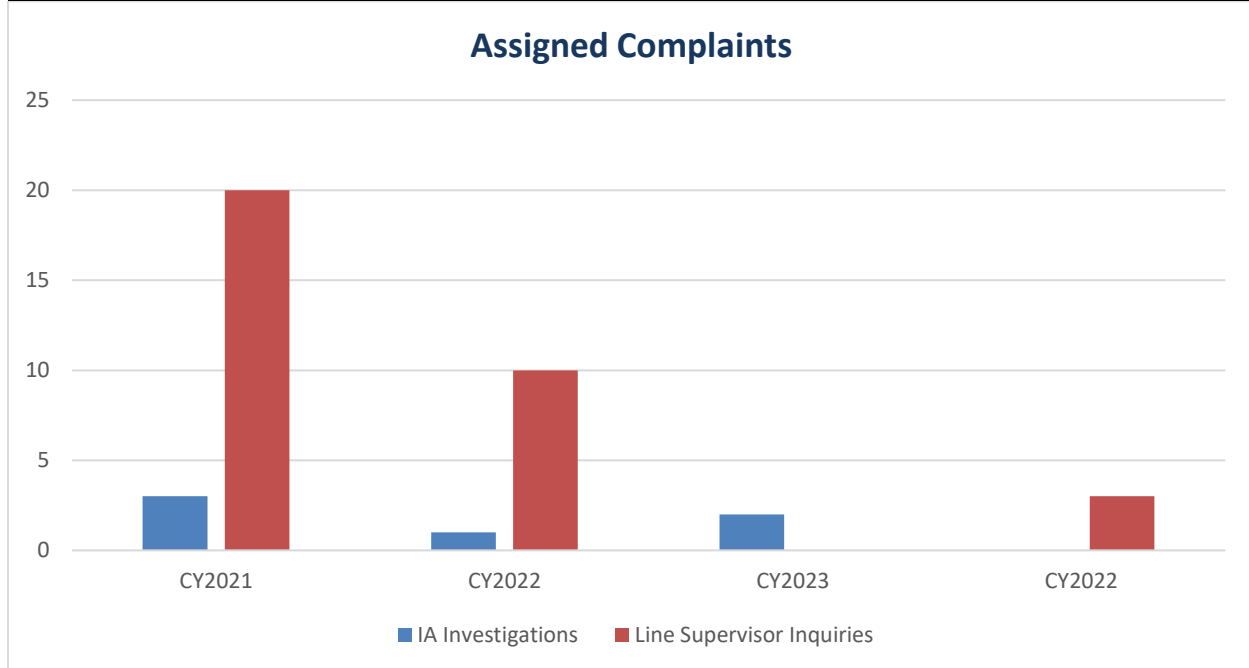
The below tables contain statistical data for citizen complaints received and internal employee complaints initiated between CY2022 and CY2024.

	2022	2023	2024
Citizen Complaint (External)	2	3	3
Sustained	0	0	0
Not Sustained	0	3	0
Unfounded	1	0	4
Exonerated	1	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Withdrawn	0	0	0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.

Assigned Complaints – Internal Affairs Investigations vs Line Supervisor Inquiries

	IA Investigations	Supervisor Inquiry
CY2022	2	0
CY2023	0	0
CY2024	0	5



FINAL DISCIPLINARY OR CORRECTIVE ACTIONS

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

Personnel Actions	2022	2023	2024
Termination	3	1	0
Resigned in Lieu of Termination	0	0	0
Suspension	0	0	0
Demotion	0	0	0
Written Warning	3	0	1
Written Counseling	24	0	0
Verbal Coaching	0	16	11

Written Counseling was eliminated as a form of action after CY2022.

POLICY REVIEW & CONCLUSION

The Internal Affairs directive and procedures used within Guardian tracking were reviewed, and the process in place continues to work as intended.

There were three external complaints, and each one were determined to be unfounded. Both internal complaints were sustained and appropriate personnel actions were taken.

For the 11 coachings, the issues were for mainly not following orders. One incident is from an accidental taser discharge that resulted in additional training being assigned, and another coaching was for failure to contact a suspicious subject.