



## Internal Affairs and Complaints Summary

Calendar Year (CY) 2021 Annual Summary

**Date of Summary:** June 6, 2022

**Summary Data Collection Period:** CY2021

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**Distribution:** Director, Associate Director, Patrol Captain, 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 CY2021, the Department's Associate Director/Commander 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 no citizen complaints in CY2021. There was one citizen concern where the citizen in question did not wish to file a formal complaint after speaking with a DCS supervisor. There were 11 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 Director of Campus Safety with conclusions and recommendations of corrective or disciplinary action, if applicable. The Director 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 CY2019 and CY2021.

	2019	2020	2021
<b>Citizen Complaint (External)</b>	<b>4</b>	<b>3</b>	<b>0</b>
<b>Sustained</b>	<b>2</b>	<b>2</b>	<b>0</b>
<b>Not Sustained</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Unfounded</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Exonerated</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>Withdrawn</b>	<b>0</b>	<b>0</b>	<b>0</b>

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.

	2019	2020	2021
<b>Internal Employee Complaints</b>	<b>1</b>	<b>11</b>	<b>11</b>
<b>Sustained</b>	<b>2</b>	<b>15</b>	<b>10</b>
<b>Not Sustained</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Unfounded</b>	<b>0</b>	<b>2</b>	<b>1</b>
<b>Exonerated</b>	<b>0</b>	<b>3</b>	<b>1</b>
<b>Other</b>	<b>0</b>	<b>0</b>	<b>2</b>

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	2019	2020	2021
<b>Harassment Allegations</b>	1	1	0
<b>Discrimination Allegations</b>	0	0	0
<b>Bias Based Profiling</b>	0	1	0

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

### Internal Employee Complaints

# of Internal Complaints	Incident Number	Allegation	Finding	Action
1	EIR-2021-001	General Conduct	Unfounded	N/A
2	EIR-2021-002	Use and Care of Department Vehicle	Sustained	Written Warning
	EIR-2021-002	Improper Conduct	Exonerated	N/A
	EIR-2021-002	Use of Department Vehicles	Sustained	Written Warning / Remedial Training
3	EIR-2021-004	General Conduct	Sustained	Suspension without Pay
	EIR-2021-004	Job Knowledge and Compliance	Sustained	Coaching
4	EIR-2021-005	General Conduct	Sustained	Written Warning
5	EIR-2021-006	Job Performance, Competency, and Proficiency	Sustained	Written Warning
6	EIR-2021-007	General Conduct	N/A	Employee Resigned During Investigation
7	EIR-2021-008	General Conduct	N/A	Employee Resigned During Investigation

8	EIR-2021-009	Use and Care of Department Vehicle	Sustained	Written Warning
9	EIR-2021-010	Use and Care of Department Vehicle	Sustained	Suspension without Pay
10	EIR-2021-011	Job Performance, Competency, and Proficiency	Sustained	Termination
11	EIR-2021-012	Job Performance, Competency, and Proficiency	Sustained	Coaching

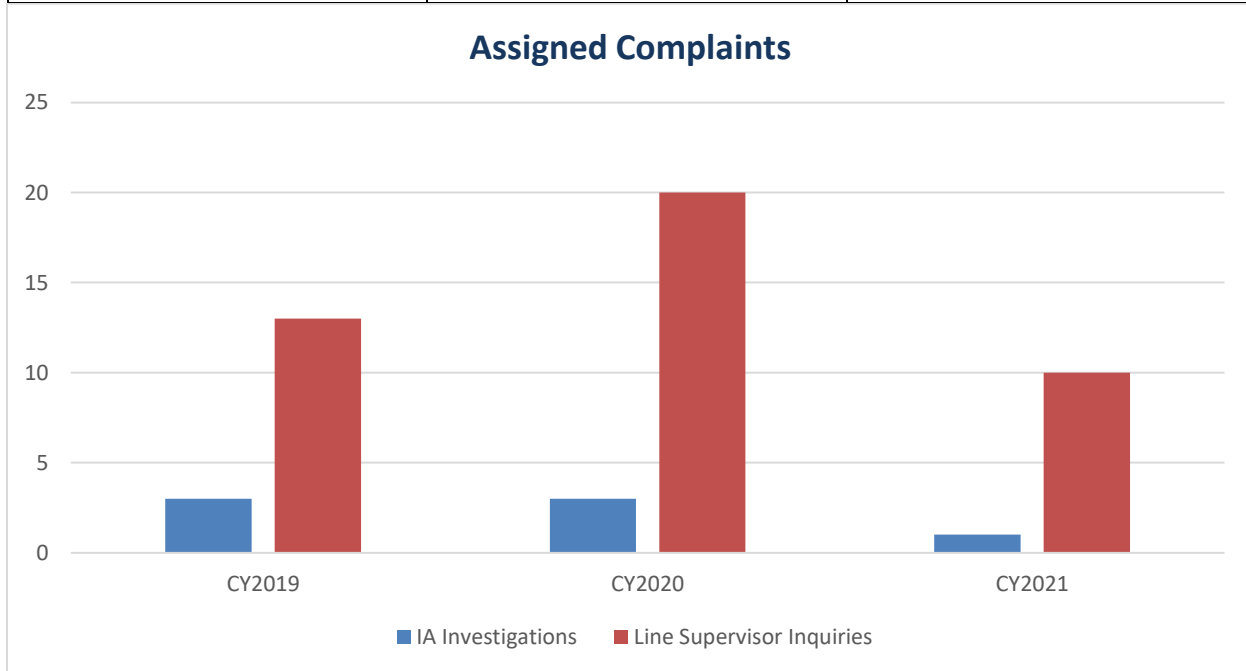
Incident numbers are manually generated in Guardian Tracking, and there was an error made with EIR-2021-003 being skipped.

### INTERNAL AFFAIRS INVESTIGATIONS AND SUPERVISOR INQUIRIES

Of the 11 internal employee complaints, ten were assigned to a line supervisor for investigation and one was considered serious misconduct and assigned to Internal Affairs for investigation. This continues to be a consistent trend with the majority of the complaints against DCS employees being more minor in nature.

#### Assigned Complaints – Internal Affairs Investigations vs Line Supervisor Inquiries

	IA Investigations	Supervisor Inquiry
CY2019	3	13
CY2020	3	20
CY2021	1	10



## FINAL DISCIPLINARY OR CORRECTIVE ACTIONS

The below table provides the type of discipline or corrective action associated with the above investigated allegations. Some sustained investigations included multiple allegations and were combined into one final action.

Personnel Actions	2019	2020	2021
Termination	2	0	1
Resigned in Lieu of Termination	1	1	0
Suspension	0	1	2
Demotion	4	0	0
Written Warning	8	2	5
Written Counseling	11	2	0
Verbal Coaching	-	16	2

## POLICY REVIEW & CONCLUSION

The Department recently rewrote our Internal Affairs policy, and the responsibility for Internal Affairs is moving from the Associate Director/Commander to the Patrol Captain. Some of our processes were clarified to make the policy easier to understand and apply in practice. This will not have an impact on the ability of citizens or employees to make a complaint using the processes already in place.

The Department's complaint and investigation procedures continue to be appropriate and work as intended. The procedure to file a complaint is listed on the Department and may be done through a multitude of methods. The Department's policy is to accept all complaints, including anonymous complaints.