

Dyersburg Police Department

Citizen Instructions of Filing Complaints

The Dyersburg Police Department shall thoroughly investigate all complaints against our employees. The procedures below will inform you as to how to make a formal complaint, and what the general process is for investigating complaints.

How to File an Official Complaint

1. The Professional Standards Unit has been designated as the point of contact for all citizen complaints, but any supervisor is authorized to accept a complaint.
2. Call 731-285-1212 and request to speak with the Professional Standards Unit to file a complaint or mail your complaint to:

Dyersburg Police Dept
attn: Professional Standards Unit
425 West Market Dyersburg, TN 38024
3. You may file a complaint in person or anonymously, and by means of telephone, writing, e-mail, or other form of communication.
4. It is the policy of the Department that all complaints, including those which are made anonymously, by means of telephone, in writing or in person, shall be promptly documented

The Investigative Process

1. Once the Professional Standards Unit receives the complaint they will meet with employees' Division Commander to determine if the nature of the complaint warrants a supervisory investigation or an Internal Affairs investigation. Once they have made their decision the Citizens Complaint Form will be marked indicating their belief, and then forwarded to the Chief of Police and/or Command Staff for review. The Chief of Police will then indicate on the Citizens Complaint Form whether he agrees with the Professional Standards Unit and the Division Commander's assessment. Once this decision has been made the form will be forwarded to the Patrol Lieutenant, or to the Professional Standards Unit who will sign and date the receipt of the form. The complaint will then be investigated as determined by the Chief of Police. Normally, serious complaints are investigated by Professional Standards Unit while minor complaints are investigated by the employees' Supervisor.
2. Types of Complaints Investigated by Supervisors
 - a. Complaints arising from a difference in opinion between officers and citizens over arrests which would normally be resolved in a court of law if this is the only allegation or complaint.
 - b. When an allegation or infraction does not involve the employee's commanding officer or supervisor, then the supervisor shall have the responsibility to investigate and take corrective action. Some, but not all, examples are listed below:
 - (1) Minor omissions of assignment
 - (2) Personal appearance, uniforms and equipment violations

- (3) Tardiness, absenteeism
- (4) Insubordination
- (5) Minor violations of departmental regulations
- (6) Acts of rudeness to the public or other employee's

3. Types of Complaints Investigated by the Professional Standards Unit

- a. The Professional Standards Unit will assume responsibility of the internal investigation when so directed by the Chief of Police, under the following circumstances:
 - (1) When directed to do so by the Chief of Police.
 - (2) When the investigation involves an officer or other party where death, serious injury or hospitalization occurs as a result of a use of force, pursuit, use of chemical agent, intermediate weapons, K-9, firearm, or any circumstances where serious injury, death or hospitalization occurs.
 - (3) When the investigation involves a question of moral turpitude.
 - (4) Complaints that involve out of town travel.
 - (5) When complaints involve allegations of corruption, brutality, misuse of force, breach of civil rights, and/or criminal misconduct.
 - (6) Complaints of a serious nature that could result in suspension or termination.
 - (7) Complaints of sexual harassment, both internal and external.
- b. The Professional Standards Unit shall have the option of investigating the complaint, or referring the complaint to an outside agency with permission of the Chief of Police, in those circumstances when the department and community would be best served by an independent investigation. This would not prohibit the Professional Standards Unit from conducting its' own investigation in parallel with an independent outside agency.

4. Notification and Complaint Status Updates

- a. If the complaint is handled by The Professional Standards Unit, you will receive periodic status reports (every 30 days) regarding the status of the Investigation. You will also receive a final disposition report from the Chief of Police at the conclusion of the Investigation.
- b. If the complaint is handled by a Supervisor, you may call the Professional Standards Unit for a disposition or an update.