

902 Administrative Investigations

902.3.1 COMPLAINT CLASSIFICATION AND INVESTIGATIVE ASSIGNMENT TABLE

The following table outlines who has investigative responsibility for each classification level.

Classification	Assessment	Investigative Responsibility
Administrative Inquiry	An inquiry into a critical incident, or other incident, ordered by the Chief of Police or designee. Inquiries are generally for issues that could destroy public confidence in, and respect for, the Department or which is prejudicial to the good order of the Department.	Administrative Inquiries will be assigned to the appropriate Unit or Division based on the circumstances surrounding the inquiry.
Class A Complaint	Cases in which the potential discipline is more than a 15- day suspension, indefinite suspension and/ or demotion according to the Discipline Matrix. Generally, Class A Complaints are allegations of a serious nature, which include, but are not limited to: <ul style="list-style-type: none"> • Criminal conduct. • Serious violations of a general order, rule, or regulation. • Conduct that challenges the integrity, good order, or discipline of the Department. 	Class A complaints are investigated by IA. Complaints that involve allegations of criminal conduct are also concurrently investigated by SIU as outlined in General Order 901.
Class B Complaint	Cases in which the potential discipline is a 15-day suspension or less. Generally, Class B Complaints are allegations of a less serious nature, which include, but are not limited to: Less serious violations of a Department general order, rule or regulation (e.g., profanity, belittling language, inadequate police service, minor traffic violations). <ul style="list-style-type: none"> • Negligent damage or loss of property. • Negligent crashes as outlined in the Department's Collision General Order. 	Class B Complaints that are OFCA eligible will be investigated by the employee's chain-of-command. Class B complaints not eligible for OFCA will be investigated by IA. The OPO has full access rights to Class B investigations that are conducted by an employee's chain-of-command. Class B complaints are resolved through three different procedures: <ul style="list-style-type: none"> • Investigation by IA • OFCA, if eligible (chain-of-command investigations) • Mediation, if eligible
Class C Complaint	Generally, allegations that: Do not fit into the Class A or Class B category, <ul style="list-style-type: none"> • The complaint does not rise to the level of a general order violation, and • The complaint would best be handled through other departmental processes (e.g., grievance, Conduct Counseling Memorandum, Employee Success Plan, or training). 	Class C complaints will be reviewed by the IA commander and the employee's chain-of-command. If all of the parties agree with the initial Class C classification, the complaint will be "Administratively Closed". If it is determined that additional investigative follow-up is needed, the complaint may be reclassified and investigated according to its new classification.

Class D Complaint	<p>Allegations that do not rise to the level of a general order violation and meet one or more of the following criteria:</p> <ul style="list-style-type: none"> • A preliminary review of the allegation shows it is not true (e.g., video or audio recording shows allegation is false), and/ or • The complaint is about the probable cause for an arrest or citation that appears to be unsubstantiated. 	<p>Class D complaints will be reviewed by the IA commander and the employee's chain-of-command. If all of the parties agree with the initial Class D classification, the complaint will be "Administratively Closed". If it is determined that additional investigative follow-up is needed, the complaint may be reclassified and investigated according to its new classification.</p>
Supervisor Referral	<p>A compliant:</p> <ul style="list-style-type: none"> • that is a minor policy violation which may result in informal discipline, or • where no formal complaint affidavit has been received by IA, however the complainant requests that the issue be brought to the attention of the supervisor, or • where there is no policy violation. <p>These informal complaints can either be made directly to IA, an officer's supervisor and/or the OPO and are most appropriately handled through other departmental processes (e.g., grievance, Conduct Counseling Memorandum, Employee Success Plan, or training).</p>	<p>If IA/OPO receives this informal complaint from a citizen, it will be forwarded to the appropriate supervisor and chain-of-command for its follow-up and response. Supervisor Referrals are entered into the IA tracking system for documentation purposes only and not for disciplinary purposes.</p>
Information Incident	<p>An incident where no apparent general order violation has been committed and a signed affidavit has not been received. Information incidents may also be from complaints that are brought to the direct attention of a supervisor, handled satisfactorily and documented on an IA External Complainant Contact Form.</p>	<p>Complaints documented using the IA External Complainant Contact Form will be forwarded to IA with a notation that the complaint either was/was not handled satisfactorily. Satisfactorily handled complaints will be marked as "Information". Information incidents are entered into the IA tracking system for documentation purposes only and not for disciplinary purposes.</p>