



Compliments or Complaints

If you would like to compliment the actions of or file a complaint against an employee of the University of Rio Grande Campus Police Department there are four ways to do so.

In Person:

Come to the Campus Police Office at 263 East College Ave, Rio Grande, Ohio 45674. Explain your purpose and a supervisor will be contacted.

Via Telephone:

Call [740-245-7286](tel:740-245-7286) and explain your purpose. A supervisor will be contacted.

Via Traditional Mail:

Send your communications to Campus Police, P.O. Box 500, Rio Grande, Ohio 45674, Attention: Chief of Police

Via Email:

- To file a complaint – PoliceChief@rio.edu
- To issue a compliment – PoliceChief@rio.edu

The University of Rio Grande Police Department has the responsibility to protect the rights of persons within its jurisdiction. This includes its officers and employees from false allegations of misconduct. In this context, complainants should be made aware of the following sections of the Ohio Criminal Code.

- **Section 2917.32 (A)(3)** No person shall report to any law enforcement agency an alleged offense or other incident within its concern, knowing that such offense did not occur.
- **Section 2921.13(A)** No person shall knowingly make a false statement, or knowing swear or affirm the truth of a false statement previously made when any of the following apply:
 - The statement is made with purpose to mislead a public official in performing his function.
- **Section 2921.15(B)** No person shall knowingly file a complaint against a peace officer that alleges that the peace officer engaged in misconduct in the performance of the officer's duties if the person knows that the allegation is false.

*(These crimes are misdemeanors of the first degree punishable upon conviction by a fine not more than \$1,000 and/or imprisonment not more than 6 months.)

PROCEDURE:

1. Complaint initiation

In cases of minor complaints or questions, you can call the office and request to speak with the Chief of Police or Sergeant. In minor complaints, the supervisor will try to answer your questions and concerns. If necessary, the supervisor will take down the information, speak with the officer and get back in contact with you to answer your questions, and bring your concerns to the attention of the officer.

If you wish to file a formal complaint against an officer, it is the policy of this department to accept, investigate and resolve any complaints filed by a citizen regarding the conduct of our officers. A supervisor will accept all complaints with civility and courtesy. Citizens, when making a formal complaint, can contact the on-duty supervisor and make an appointment to meet with them, or come into the office and ask to speak with the on-duty supervisor. Citizens can also visit the University of Rio Grande Campus Police Website (www.rio.edu/campus-police/) to file a complaint.

2. Investigative Process

The investigating officer will contact all complainants and witnesses as soon as possible. The investigating officer may request a written statement from the complainant and witnesses. These statements will assist the investigator in conducting a fair, impartial, timely, and thorough investigation. The investigating officer will prepare a summary of the investigation and forward the findings through his/her chain of command. However, the investigating officer does not make recommendations regarding the disposition of the complaint or disciplinary matters involving the affected officer.

3. Time Frame of Investigations

Within sixty (60) calendar days of receipt of the complaint, the Campus Police Chief will consider the written complaint, will conduct or have conducted an investigation which, in his or her judgment, is consistent with the circumstances of the complaint. The identity of the complainant and the subject of the complaint will be kept confidential to the extent possible.

Based on the investigation, the Campus Police Chief will issue a report in writing and will include the findings of fact, the conclusions of the investigation, and, if applicable, a specific and timely remedy consistent with the findings.

4. Employee Rights

When a University of Rio Grande officer is the subject of an investigation which could result in discipline, the officer is afforded certain rights. A copy of the signed complaint is provided to the officer who is the subject of the investigation prior to his/her administrative review. An officer who receives the discipline may appeal the decision to the Human Resource Director.

5. Notification to Complainant

When the investigation into a complaint is concluded, the complainant will be notified by a letter of the findings. The letter will not specify the exact nature of the disposition, but that the complaint was fully investigated and resolved.

6. Records Maintenance and Security

Every complaint investigation report shall be assigned a case reference number. The original case file will be maintained by the Chief until the case is closed. At the conclusion of the case, the file will be stored in a sealed envelope in the employee's HR file. Only the Chief of Police and HR Director will have access to this file. The case file will remain in the file until disposed of under the rules of the Records Retention Schedule.

The University of Rio Grande Campus Police makes information available to the public on procedures to be followed in registering complaints against the agency or its employees. The complaint process is outlined on the Campus Police website. Complaints shall be accepted in person, by telephone, email or agency complaint form found on the website. Commendations of the agency or its employees can be made in the same manner.