



GUIDE TO THE COMPLAINT PROCESS

FAIRBANKS POLICE DEPARTMENT

Our Policy

It is the policy of the Fairbanks Police Department to thoroughly investigate all complaints against its employees. To ensure the integrity of the Department, procedures have been established which will ensure prompt and thorough investigation of all alleged or suspected personnel misconduct.

Who May Make a Complaint?

Any person who has experienced, witnessed, or has knowledge of police employee misconduct, may make a complaint.

The Fairbanks Police Department will investigate all complaints made for alleged violations of Department Policy; of local, state, and federal laws; and for other conduct that is deemed inappropriate.

The Department recognizes the need for the filing of legitimate complaints against employees as a means by which they can be held accountable to the public; however, the Department may seek to hold members of the public responsible for the filing of false allegations.

How Do You File a Complaint?

A complaint may be made in writing, verbally in person, by mail, by phone, electronically, or anonymously, utilizing the Department's Complaint Form, by contacting a supervisor, internal affairs officer, or the Mayor's office.

All complaints should contain as much pertinent information as possible, to include, officer name, badge number, witness(es), name(s) and address(es); telephone number(s); involved FPD case number(s); time of the occurrence; location of the incident, etc. The complainant needs to provide a summary of the events in question and needs to specify the reason for the complaint. Follow-up contact may be made with the complainant to clarify points during the investigation.

Who Investigates the Complaint?

In most cases, minor complaints will be assigned to the immediate supervisor of the employee to conduct an inquiry into the alleged misconduct. In more serious allegations, an investigator will be formally assigned to conduct an internal investigation. The Investigation Division or another police agency may investigate alleged criminal conduct with the assistance of the State of Alaska Office of Special Prosecutions.

What is the Complaint Process?

All complaints are reviewed by our Command and Internal Affairs. The Chief or Deputy Chief determines how the investigation will be handled.

What will you be told?

Once the investigation has been completed and approved by the Police Chief and Mayor, a letter will be mailed to the complainant, explaining the outcome of the investigation. The City must comply with state and federal personnel laws pertaining to employee's privacy rights. Therefore, only the findings will be disclosed.

Our Commitment to your complaints about alleged employee misconduct are opportunities for our department to identify actions by our employees that are inappropriate or to educate others about why the conduct was appropriate and lawful. In either case the community and the Fairbanks Police Department benefit from gaining your input. We are committed to providing quality police service to the public. Working with you, we will perform this service professionally and with integrity.