

Disposition of complaints are classified as follows:

- Unfounded** There is no factual basis for the allegation or the complaint is frivolous. The act did not occur or did not involve department members.
- Exonerated** Incident occurred but actions of the officer were justified, lawful, and proper.
- Not Sustained** Insufficient evidence to prove or disprove the allegation.
- Sustained** Allegation is supported by sufficient evidence. The officer violated department policy.

There are several types of disciplinary action which can be recommended for a sustained case:

1. **Verbal Warning, Verbal Admonishment, or Oral Reprimand** - Administered verbally by any supervisor in the chain of command.
2. **Written Reprimand** - A memorandum containing a statement of charge and reason for reprimand to the employee with copies to the Professional Standards Division and one copy placed in the members permanent personnel file.
3. **Suspension** - All suspensions must be recorded by memorandum prepared for approval by the Chief.
4. **Dismissal** - Only the Chief may dismiss an employee.

Summary of Complaint Procedures

1. File your Citizen Complaint.
Citizen Complaint forms may be obtained at the Police Department or on our website at siouxcitypolice.com/forms. You can present your complaint to the Professional Standards Lieutenant or on-duty Watch Commander in person at the Police Department, 601 Douglas Street. Citizen Complaints are also taken over the phone by calling the Watch Commander at (712) 279-6147 or the Professional Standards Division at (712) 279-6356. Citizen complaints may also be emailed or filed on our website at www.siouxcitypolice.com
2. Your case is then assigned for investigation and the investigator may be in contact with you for more information.
3. The officer is notified of the complaint.
4. Once the investigation is completed it is reviewed and a recommendation is made.
5. Final disposition by the Chief of Police.
6. You are informed of disposition.
7. The officer is notified of the disposition.

www.siouxcitypolice.com

Professional Standards Lieutenant
712-279-6356

Watch Commander
712-279-6147

<https://www.siouxcitypolice.com/careers>

2024

Citizen Complaint Procedure



Sioux City

Police

Department

Rex Mueller
Chief of Police

Who May Register a Complaint

A complaint may be made by any citizen, prisoner, or member of the Department. Complaints may be made in person, over the phone, on the SCPD website, email, or anonymously.

A complaint may be submitted to the Professional Standards Division or the Watch Commander any time day or night. A complaint may also be emailed or completed on the Department's website

Every complaint, regardless of its nature, is assigned appropriately and thoroughly investigated. All complaints are forwarded to the Professional Standards Division for review and assignment.

Whenever possible, minor breaches of regulations are assigned to the supervisor of the accused officer.

Major violations are investigated by Professional Standards/Internal Affairs.

Professional Standards Division

The function of the Professional Standards Division is to protect the integrity of the Sioux City Police Department and its personnel, both sworn and non-sworn.

A proper relationship between the police and the citizens of Sioux City, fostered by confidence and trust, is essential to effective law enforcement. Police officers must be free to exercise their best judgment and to initiate action in a reasonable, lawful, impartial manner without fear of reprisal. At the same time, they must observe the rights of all people.

This system of complaint and disciplinary procedures not only subjects the officer to corrective action when they conduct themselves improperly, but also protects them from unwarranted criticism when they discharge their duties properly.

Any person who reports false information to a law enforcement authority knowing that the information is false or reports the alleged occurrence of a criminal act knowing that act did not occur is subject to criminal charges under Iowa Code 718.6 (False Reports) and civil remedies under Iowa Code 80F.1(13).

Complaint Procedure

All complaints are thoroughly investigated.

Complaints generally fall under the following categories:

- Rude Behavior
- Unsatisfactory Service
- Excessive Force
- Unlawful Arrest
- Misconduct
- Missing or Damaged Property
- Driving Violations

A report is prepared which includes statements from the complainant, the accused, and witnesses.

The completed investigative report also includes a narrative summary of events and a finding of facts as determined by the statements of those involved.

The report must not reflect any personal opinion but rather present an unbiased picture of the circumstances as they actually occurred. This permits the investigator to make the proper recommendation, based on the investigative findings presented.

The report is then given to the Chief of Police for evaluation. If the Chief of Police has reason to believe that there was misconduct on the part of the member, the Chief will take the appropriate action consistent with departmental policy.

When the investigation is completed, you will be informed of the findings and any additional details that would have value for understanding why the particular outcome was determined. This will typically be in a letter, but other communication methods may be used as appropriate such as email or telephone. It is our goal to have the investigation completed within 30 days of the initial report, but this may take longer depending on the complexity of the investigation or other circumstances.

Citizens filing a complaint against a member of the Sioux City Police Department should have no fear of harassment by any member of the department.