



MISSOULA POLICE DEPARTMENT POLICY MANUAL

Subject: POLICE COMMISSION REVIEW OF COMPLIMENTS AND COMPLAINTS		
Effective Date: 4/25/2018	Original Date: 03/28/2002	Next Review: 4/25/2021
Chapter 3	Policy # 3.50	Distribution:
References:		

I. Purpose

To establish guidelines for the routine review by the Mayors' office of all compliments and complaints directed toward Missoula Police Department employees.

II. Policy

The mayor has appointed citizens from the Missoula community to be members of the Missoula Police Commission. The purpose of the Missoula Police Commission is to provide an independent review of complaints, encompassing intake procedures, inquiry methods and disposition, the members of the Missoula Police Commission will review all completed complaints on a quarterly basis. Likewise, the Missoula Police Commission will review all compliments received during the quarter.

III. Procedure

All complaints which were resolved in the preceding quarter will be provided to the Police Commissioners at the end of each quarter.

- Complaints will include any and all documentation of the complaint, investigation and resolution, including witness statements, statements made by the employee, and disciplinary action taken (if necessary).

The Police Commission will review all complaints in a timely manner and forward a summary of their determination on each complaint to the Chief of Police.

- The Police Commission's summary of each complaint will be attached to the original copy of the complaint.

A complaint review will include, but is not limited to:

- A summary conclusion by the Commission
- Was the inquiry handled in a timely and effective manner?
- Did the investigation balance the rights of employees and citizens and serve to benefit the employee, the department and the citizen?
- If disciplinary action was taken, was it appropriate?
- Any further recommendations the Commission can offer to ensure that all complaints are handled equitably, in a timely manner and serve the interest of the department, employee and citizen.

Whereas no action is required on the part of the Missoula Police Commission when dealing with compliments, the Commission is encouraged to recommend "employee recognition" for exemplary service if the Department has not already taken some action of recognition. Such recommendations would be made to the Chief.