

## *From the Chief...*

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*Employees of the Jacksonville Police Department are meticulously selected and thoroughly trained in order to ensure competence and personal integrity. It is my hope that this will be evident to you in the quality of service that this department provides. However, in the event that you contact us regarding employee conduct, please be assured of our timely response and diligence in pursuing the truth. We are committed to providing high quality service to the community we proudly serve.*

## Jacksonville Police Department Organizational Values

- Courage
- Integrity
- Professionalism
- Caring
- Empowerment
- Stewardship
- Teamwork

We are committed to these values for ourselves and the community we serve.

Focusing our efforts on maximizing the department's positive relations with those we are charged with protecting and serving.

- The Office of Professional Standards does not accept complaints in regard to the guilt or innocence of defendants in traffic ticket cases and/or criminal offenses. Those matters are reserved to the judgment of the proper judicial court for adjudication.
- Citizens should be aware that making a false complaint could result in criminal charges of "Filing a False Police Report." We would not and could not bring charges against a person who has acted in good faith.

## JACKSONVILLE POLICE DEPARTMENT



## Office of Professional Standards Citizen Complaint Process

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## Office of Professional Standards

The Office of Professional Standards of the Jacksonville Police Department is devoted to providing citizens with a fair and effective venue for redress for their complaints and grievances on employees of this department. This is done by conducting internal investigations on all complaints of misconduct against any member of the Jacksonville Police Department.

It is our goal to:

Protect the Public

Protect the Department

Protect the Employee

Provide Policy/Procedure Updates

Create Training Recommendations

Personnel complaints of misconduct of sworn members will not be accepted more than thirty (30) days after the alleged incident, with the following exceptions:

- When the complaint involves a criminal violation, the criminal statute of limitations will determine the time limit for investigating the complaint.
- When the complainant can show good cause for not making the complaint within the specified time limit.
- The Chief of Police shall have the discretion to investigate or order an investigation of any complaint when necessary to preserve the integrity of the department, regardless of the time reported.

## Types of Complaints

There are two types of complaints that may be made against members of the police department:

**Informal Complaints:** Complaints that allege inadequate public service, discourtesy, offensive language, improper procedure, and other less serious and non-criminal conduct as determined by the Chief of Police.

**Formal Complaints:** Serious or criminal misconduct complaints that allege needless or excessive force, brutality, violations of criminal law, corruption, breach of civil rights, abuse of authority, intentional discrimination, extremely sensitive allegations, and others as determined by the Chief of Police.



## The Complaint Process

Complaints will be taken in person, by mail, email, cell phone text message, or by telephone. The complainant is encouraged to come to the police department and speak with an on-duty supervisor. The supervisor may be able to quickly resolve your concerns. If not, the supervisor will assist you through the process of filing your complaint so that a more formal review of the complaint can occur.

The complaint will be forwarded to the Office of Professional Standards and then sent to the Chief of Police for review. After a detailed review, the complaint will be assigned to be fully investigated.

## The Investigative Process

Once the complaint has been assigned to an internal investigator, several actions may occur. The investigator may interview all significant witnesses and subjects involved in the complaint. The investigator may review all available documents, audio and video recordings related to the complaint as well as any other pertinent available information.

Internal investigations regarding employee complaints are taken very seriously and will be completed in a timely manner. There are many variables involved specific to each complaint. Therefore, an estimate of when the investigation will be concluded and the complaint resolved is difficult to predict.

Once the complaint has been fully investigated, the findings are summarized into a report. The report is then forwarded to the Chief of Police for review and a final disposition.

Once the Chief of Police has reviewed the findings the person making the complaint will be informed by a letter from the investigator. The letter will include the investigations findings and the subsequent appropriate action that was taken if applicable.

All complaints and resulting investigative findings are confidential. City policy and rules regulate access to sensitive information.

Possible outcomes of investigations include:

**Sustained:** the evidence is sufficient to prove the allegation.

**Not Sustained:** there was not sufficient evidence to either prove or disprove the allegation.

**Exonerated:** the actions of the employee were consistent with the law and department policies, rules, regulations and practice.

**Unfounded:** the allegation did not occur.

**Withdrawn:** the complaint was withdrawn by the complainant.