



The Complaint Process

Complaints will be taken in person, by mail, by email, or by phone. 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 assigned an investigation number. Once the complaint has been investigated, the Chief of Police will review the file and make the final determination.

The complainant is then notified of the outcome of the complaint. If a violation of policy has occurred, the Jacksonville Police Department will take the necessary action(s) to address it.

Jacksonville Police Department Organization Values

Courage, Integrity & Professionalism

About Us

The men and women of the Jacksonville Police Department had dedicated their lives to accomplish our simply stated mission: “The Goal of the Jacksonville Police Department is to ensure the safety and security of all residents of the Jacksonville, AR community, working together with stakeholders in our neighborhoods and in city government to preserve a high quality of life for all.”

Contact Us

Phone: 501-982-3191
Email: ops@cityofjacksonville.net
Web: cityofjacksonville.net



JACKSONVILLE POLICE DEPARTMENT

1400 Marshall Rd.
Jacksonville, AR
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JACKSONVILLE POLICE DEPARTMENT

Office of Professional Standards

Citizen Complaint Process



Types of Complaints

There are two types of complaints that may be made against members of the Police Department.

Informal Complaint: 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 Complaint: 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, and others as determined by the Chief of Police.

Internal investigations regarding employee complaints are taken very seriously and will be completed in a timely manner. By policy, we have between 30-60 days to finish a complaint, however most do not take this long.

Investigation Findings

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

Sustained: The evidence is sufficient to prove the allegation.

Inconclusive: 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.

Unfounded: The allegation did not occur.

Policy and/or Training Deficiency: The allegation occurred but was the fault of deficiencies in the department policy and/or training; therefore, the employee cannot be held accountable.

The Office of Professional Standards is devoted to providing the citizens of Jacksonville with a fair and effective venue for their complaints.



TIME FRAME FOR COMPLAINTS

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. Time frame set by statute of limitation.
- When complainant can show good cause for not making the complaint within time limit.
- The discretion of the Chief of Police.

Focusing Our Efforts

The Office of Professional Standards does not accept complaints in regard to the guilt or innocence of defendants in traffic or criminal offenses. These matters are left to the judgement of the proper judicial court for adjudication.