

# IT'S A MATTER OF TRUST

## WHAT IS THE OFFICE OF PROFESSIONAL STANDARDS?

The main responsibility of the Office of Professional Standards is to ensure the integrity of Kalamazoo Department of Public Safety is maintained. This means the high standards of professional conduct must be followed and that the administrative, operational policies and procedures conform to the standards set by the City government and current legal requirements. The Office of Professional Standards investigates complaints against officers as well as protects officers who properly performed their duties.

## HOW DO I FILE A COMPLAINT?

Complaints can be filed several ways:

- **In Person:** You may speak to any command officer at Public Safety Headquarters or any of its' substations.
- **Telephone:** Complaints may be filed by contacting the Office of Professional Standards (Mon-Fri) @ 269-337-8270 or by contacting the Shift Commander 269-337-8140.
- **Public Safety Website:** Complaints may be filed via the Public Safety webpage located at [www.kalamazoopublicsafety.org](http://www.kalamazoopublicsafety.org)
- **FAX:** Complaints may be faxed to 269-337-8245, Attn: Director of Professional Standards
- **E-Mail:** Complaints can be sent to the Office of Professional Standards via email to [professionalstandards@kalamazoo.org](mailto:professionalstandards@kalamazoo.org)

## HOW DO I KNOW WHAT HAPPENS?

Your complaint will result in one of the following dispositions:

- **SUSTAINED:** there was sufficient evidence to clearly prove the allegations.
- **NOT SUSTAINED:** the investigation failed to prove or disprove misconduct or improper job performance.
- **UNFOUNDED:** The investigation indicates that the act or allegations did not occur, or failed to involve a department employee
- **EXONERATED:** The acts or allegations did occur, but were justified and proper.
- **MISCONDUCT NOT BASED ON COMPLAINT:** meaning the investigation uncovered improper job performance apart from your complaint.
- **EXCEPTIONALLY CLEARED:** The complainant failed to cooperate with the investigation or did not provide information that would sustain an investigation.

## HOW LONG DOES AN INVESTIGATION LAST?

You will be notified of the investigation results within 45 days. If the investigation cannot be completed within the 45-day period, you will be contacted by the assigned investigator and given a progress report to include the status of the investigation and an estimated time frame to completion. Progress reports will then be given every 30 additional days until the complaint has been completed and you are notified of the results.

## WHO DECIDES IF MY COMPLAINT IS JUSTIFIED?

The Chief of Public Safety or their designee reviews your complaint to determine whether the complaint deals with the operating policies or procedures of the department or misconduct by an officer. For any complaint about the operating policies of the department the Chief will evaluate the need to change an operating policy and will promptly have those changes developed and implemented. If the complaint upholds misconduct by a Public Safety employee the Chief will issue the appropriate discipline.

## CAN I APPEAL THE CHIEF'S DECISION? YES!!

You can appeal the findings of the Chief of Public Safety to the City Manager. Please remember the following with regards to filing an appeal to the City Managers Office:

- The appeal must be filed within 14 business days of receiving notification of the Chief's decision.
- An appeal may be filed in person, in writing, by email, or by fax.
- The City Manager shall refer the appeal to the Citizen/Public Safety Review and Appeal Board (CPSRAB). The appeal hearing before the board will be scheduled and conducted no later than 30 days from when the appeal is filed.



## Public Safety Stations

### *Headquarters*

150 E. Crosstown Parkway, Suite A

### *Station 2*

1207 Bryant Street

### *Station 3*

1005 Gull Road

### *Station 4/5*

601 N. Park Street

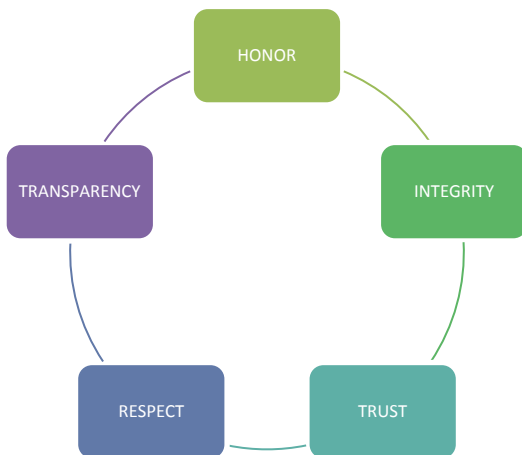
### *Station 6*

1414 Howard Street

### *Station 7*

2331 Parkview

# KALAMAZOO DEPARTMENT OF PUBLIC SAFETY



## KALAMAZOO DEPARTMENT OF PUBLIC SAFETY

Office of Professional Standards  
150 E. Crosstown Parkway, Suite A  
Kalamazoo, MI 49001

Phone: (269) 337-8270

Fax: (269) 337-8245

Email:

[professionalstandards@kalamazoo-city.org](mailto:professionalstandards@kalamazoo-city.org)

## HOW TO FILE A COMPLAINT WITH PUBLIC SAFETY