

## WHAT WILL HAPPEN IF THE COMPLAINT IS SUSTAINED?

If a complaint is sustained against an employee, disciplinary action is taken. Disciplinary action can range from counseling by a supervisor to termination of employment. City, state, and federal personnel laws govern an employee's privacy rights. Disciplinary records may not be subject to public disclosure without a court order. You will be informed of the investigation's findings and whether disciplinary action will be taken.

## HOW TO COMMEND A POLICE DEPARTMENT EMPLOYEE

When you receive services from our department that you feel are worthy of a commendation, we would like to hear about it. Although our employees do not expect to be thanked for everything they do, recognition of exceptional services is always appreciated. You can either write a brief letter describing the incident and the actions you feel were exceptional, or you can call 402-441-6000 and ask to speak to a supervisor. You may also call the Internal Affairs Office at 402-441-7222. This kind of feedback helps us know if we are doing a good job.

## OUR MISSION

"WE THE MEMBERS OF THE  
LINCOLN POLICE DEPARTMENT,  
WORKING WITH ALL PEOPLE, ARE  
COMMITTED TO PROVIDING  
QUALITY POLICE SERVICES THAT  
PROMOTE A SAFE AND SECURE  
COMMUNITY."



The Office of the Mayor  
555 South 10th Street  
Lincoln, NE 68508  
402-441-7511

Information Provided By:  
Lincoln Police Department  
Internal Affairs Office  
575 S. 10th Street  
Lincoln, NE 68508  
402-441-7222



## LINCOLN POLICE DEPARTMENT



## A GUIDE TO THE CITIZEN COMMENDATION AND COMPLAINT PROCESS

**PROTECTING YOUR RIGHTS  
IS OUR BUSINESS**

## WHO MAY FILE A COMPLAINT?

Any person who witnesses or has direct knowledge of police employee misconduct may make a complaint with the Lincoln Police Department. The Lincoln Police Department will investigate any employee action that is contrary to department policy, is a violation of city, state, or federal law, or involves the use of excessive force or discourteous treatment.

## ARE THERE ANY COMPLAINTS THAT WILL NOT BE INVESTIGATED?

The Lincoln Police Department will not investigate the lawfulness of any arrest or citation. The guilt or innocence of any criminal citation is determined only in court. If your complaint alleges that you were not advised of your Miranda Rights, this issue is also resolved in court.



## HOW DO I FILE A COMPLAINT?

There are several ways to file a complaint:

- ◇ Telephone the Internal Affairs Office at 402-441-7222, Monday-Friday, 8a.m. to 4p.m.
- ◇ Call 402-441-6000 anytime and ask to speak to a supervisor.
- ◇ Come to the Lincoln Police Department and file the complaint in person.
- ◇ Contact the Mayor's Office at 402-441-7511 for information about the Citizen Police Advisory Board.
- ◇ Print the [Complaint Statement](http://www.lincoln.ne.gov/city/police) online [www.lincoln.ne.gov/city/police](http://www.lincoln.ne.gov/city/police)  
Click on "Contact"  
Complete the form and mail to:  
Lincoln Police Department  
Internal Affairs Office  
575 South 10th Street  
Lincoln, NE 68508

Be prepared to furnish as much information as possible. When making a complaint, simply relate the facts as you know them.

## WHO INVESTIGATES THE COMPLAINT?

In most cases, the supervisor of the employee will conduct an inquiry into the alleged misconduct. In more serious allegations, the Internal Affairs Office will conduct the investigation.

## WHAT HAPPENS AFTER THE COMPLAINT IS FILED?

The investigation will include interviewing witnesses and other parties who can provide pertinent information. At the conclusion of the investigation, you will be contacted either by mail, in person, or by telephone and advised of the disposition to a complaint.

- ◇ **Sustained:**  
The investigation proved the allegation.
- ◇ **Not Sustained:**  
The investigation failed to prove or disprove the allegation.
- ◇ **Exonerated:**  
The investigation showed the act occurred, but that the actions were justified, lawful, and proper.
- ◇ **Unfounded:**  
The investigation conclusively established that the act did not occur.