



BROWN

Department of Public Safety

Professional Standards Bureau

CITIZEN COMPLAINT REPORT

2017

The Brown University Department of Public Safety seeks to demonstrate a high level of professional performance, enhance and maintain the professional integrity of the department, and promote a high level of community confidence in its operations.

The Professional Standards Bureau is responsible for implementing policy, procedures, and directives that aid the organization and its members to realize those goals.

Lt. Bruce W. Holt

Commander Professional Standards Bureau

CITIZEN COMPLAINT REPORT

The Department of Public Safety (DPS) is committed in providing quality services to the community in a professional and courteous manner.

Day to day our officers perform commendable acts of service for the Community at Brown University. We encourage members of the community to submit commendation recommendations to share information about positive experiences and interactions they have had with DPS Personnel. This can be done by visiting our website.

Also, if a member of the Community has been stopped by a member of the Department of Public Safety and they are unsure of the reason or validity of the stop, we invite them to inquire about it. They may do so by filing an inquiry form found on our website which will provide us with details of the stop and a way to contact them.

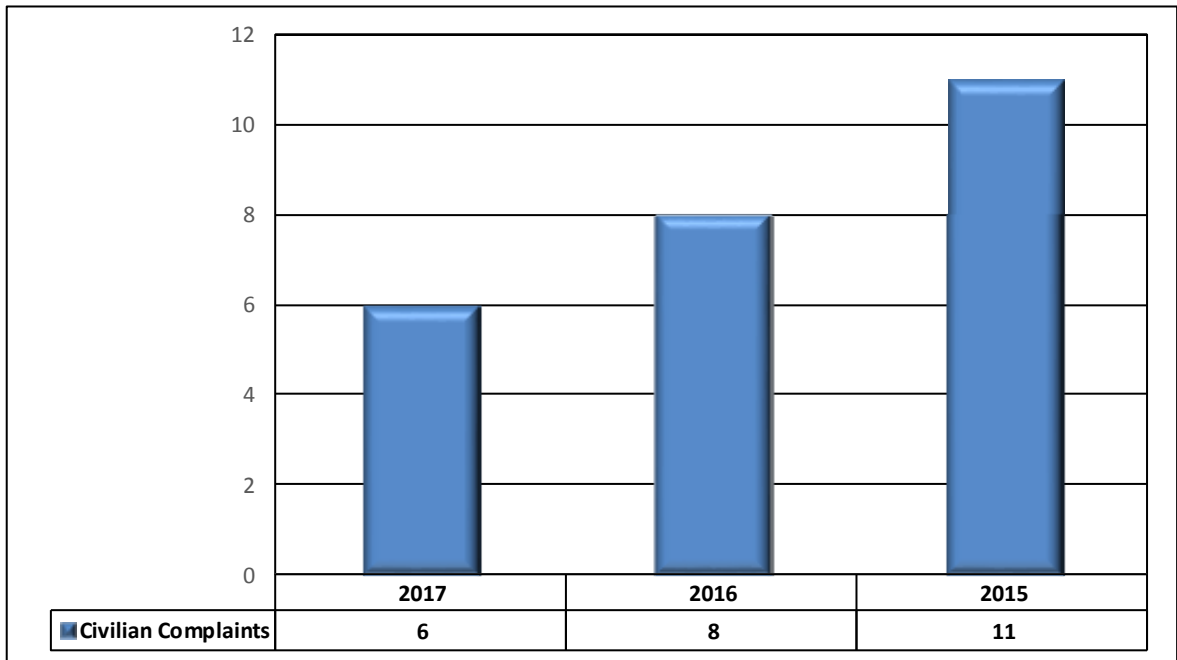
Our department willingly receives and promptly investigates inquiries and complaints regarding the conduct of officers, or department procedures and services. Complaints are investigated fairly and impartially.

This can be accomplished by stopping by and obtaining a form at the following locations and then mailing or dropping it off to the Department of Public Safety; or online at our website. http://www.brown.edu/Administration/Public_Safety/index.html

- Public Safety Headquarters front and back lobbies, 75 Charlesfield Street
- Student Life Office, 42 Charlesfield Street, fourth floor
- Office of Institutional Diversity, Room 417 University Hall

The Chief/Director of Public Safety reviews every complaint. Once a complaint is received, it is thoroughly investigated by a person designated by the Chief/Director of Public Safety.

Civilian Complaints by Year



Complaint Findings and Dispositions:

- **Sustained:** complaint/allegation was valid and supported by sufficient evidence.
- **Not Sustained:** insufficient evidence to either prove or disprove the allegation.
- **Unfounded:** allegations of the complaint, or incident are false and not factual.
- **Exonerated:** incident occurred; however, the officer’s action was lawful, proper.

The table below contains the Complaints Reported in 2017

#	Month	Investigation	Finding
17-1	JAN 2017	Poor Customer Service	Sustained
17-2	FEB 2017	Unprofessional conduct	Sustained
17-3	MAR 2017	Officer Incorrectly Assessed Situation	Sustained
17-4	MAY 2017	Unprofessional conduct	Sustained
17-5	JUL 2017	Unprofessional conduct	Sustained
17-6	DEC 2017	Unprofessional conduct	Sustained

DPS Complaint Process Flow Chart

