

## Gaston County Police Complaints- 2021 Annual Statistics Report

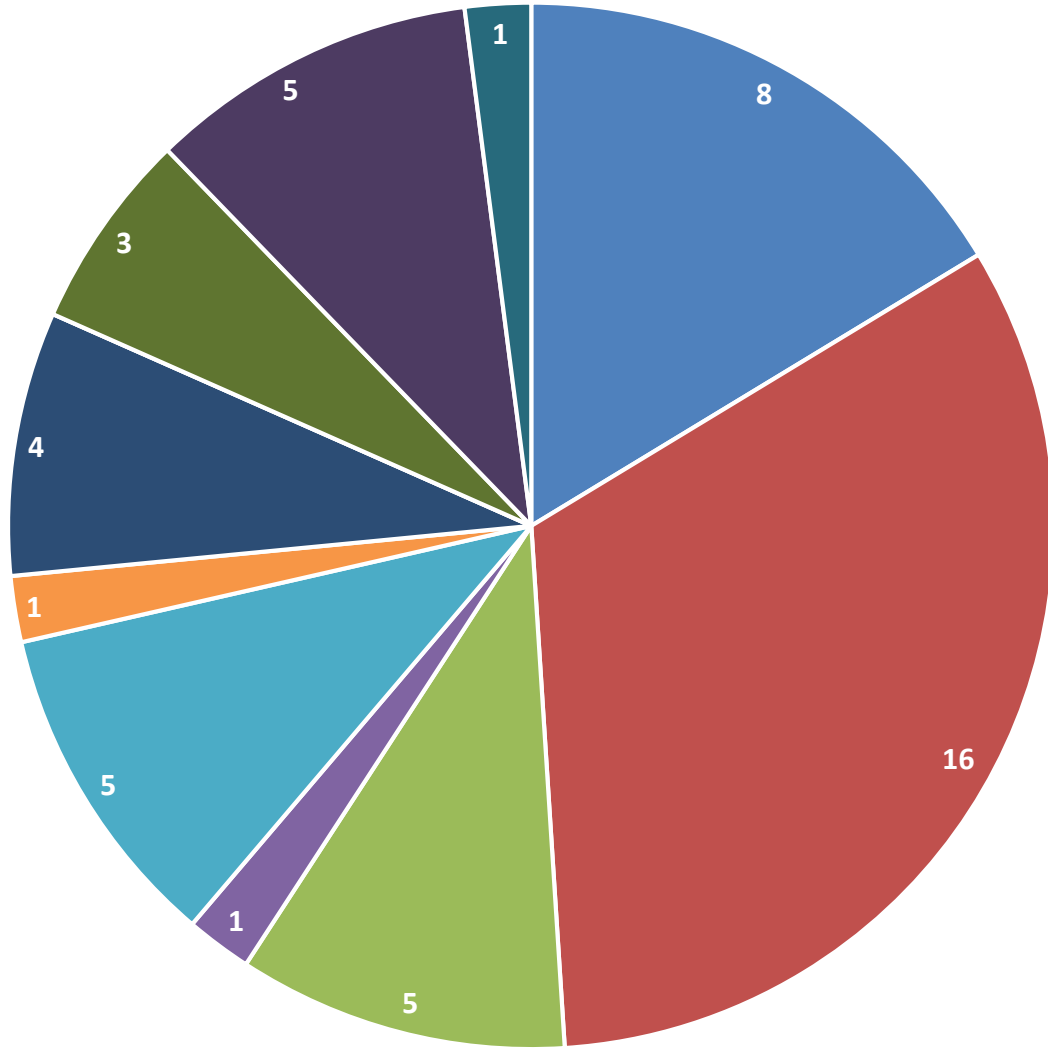
In 2021, fifty-two (52) complaints were filed against employees of the Gaston County Police. Gaston County Police employees comprise those who work in the County Police, Animal Care & Enforcement, and Gaston County Communications Divisions. Thirty-one (31) complaints were received against sworn officers and twenty-one (21) complaints were received against civilian employees.

There were also seventy-two (72) written compliments submitted, up from forty (40) in 2020.

### Complaint Breakdown 2021

Complaint	Number of Occurrences
Improper Actions	8
Policy Violations	16
Demeanor	5
Excessive Force	1
Civil Rights Violation	0
Conduct Unbecoming	5
Criminal Misconduct	1
Inattention to Duty	4
Insubordination	3
Integrity	0
Failure to Follow Protocol (Comm)	3
Off-duty Misconduct	1
All Other	11
<b>Total</b>	<b>52</b>

### Complaint Breakdown 2021



- Improper Actions
- Demeanor
- Conduct Unbecoming
- Inattention to Duty
- Failure to Follow Protocol (Comm)
- Off-duty Misconduct
- Policy Violations
- Excessive Force
- Criminal Misconduct
- Integrity
- All Other

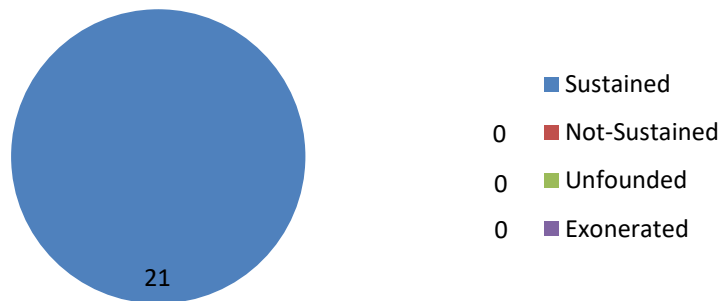
### Complaint Dispositions 2021

Disposition	Sworn	Civilian
Sustained	25	21
Not-Sustained	0	0
Unfounded	4	0
Exonerated	2	0
<b>Total</b>	<b>31</b>	<b>21</b>

#### Complaint Disposition 2021 (Sworn)



#### Complaint Disposition 2021 (Civilian)



### Five Year Complaint Comparison 2017-2021

Complaint	2017	2018	2019	2020	2021	2020-2021% Change
Improper Actions	1	5	4	13	8	-38%
Policy Violations	33	24	17	28	16	-43%
Demeanor	4	8	5	5	5	0%
Criminal Misconduct	3	1	0	0	1	+100%
Excessive Force	1	1	0	1	1	0%
Civil Rights Violations	2	0	0	1	0	-100%
Conduct Unbecoming	1	3	0	2	5	+150%
Harassment	0	1	1	0	0	0%
Inattention to Duty	3	1	2	2	4	+100%
Insubordination	2	0	0	2	3	+50%
Integrity	1	1	1	0	0	0%
Off-duty Misconduct	0	1	1	0	1	+100%
Failure to Follow Protocol (Comm)	17	7	6	11	3	-73%
All Other	0	0	0	4	5	+25%
<b>Total</b>	<b>68</b>	<b>55</b>	<b>37</b>	<b>69</b>	<b>52</b>	<b>-25%</b>

In 2021, forty-one (41) complaints were Administrative (supervisor initiated) Complaints and eleven (11) were Citizen Complaints. Overall, complaints **decreased** 25% from 2020 to 2021. It should also be noted that 2020 complaints were the highest in the last five years.

Administrative complaints **decreased** 27% in 2021, from 56 to 41.

Citizen complaints **decreased** 15% in 2021, from 13 to 11.

### Complaint Dispositions 2021

Disposition	Administrative	Citizen
Sustained	40	3
Not-Sustained	0	0
Exonerated	0	3
Unfounded	1	5
<b>Total</b>	<b>41</b>	<b>11</b>

Administrative complaints made up 79% of all complaints and were found to be **sustained** in 98% of those incidents, level from 98% in 2020.

Citizen complaints made up the remaining 21% of complaints and were found to be **sustained** in 27% of those incidents, up from 8% in 2020.

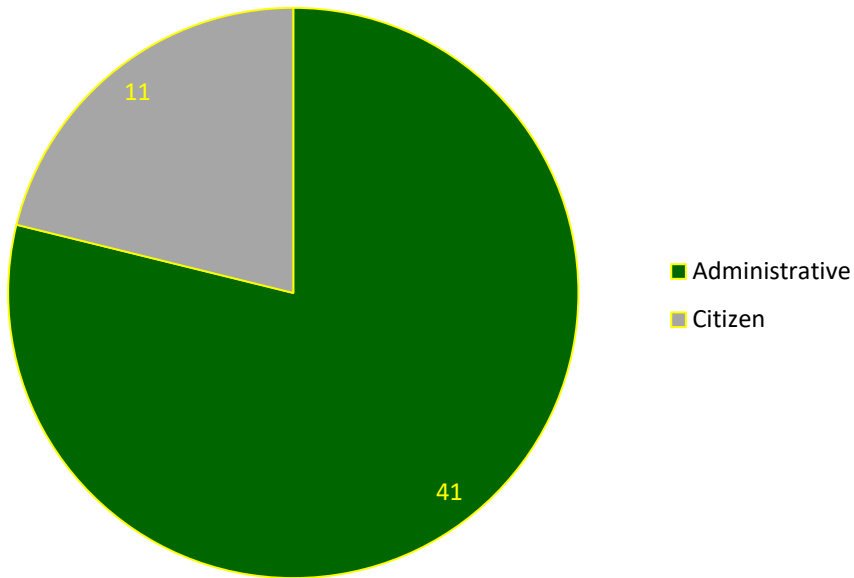
Sustained complaints against civilian employees **decreased** 51% (from 41 to 21).

Sustained complaints against sworn employees **increased** 60% (from 15 to 25).

The forty-five (45) sustained complaints on both sworn and civilian employees resulted in thirty-seven (37) disciplinary actions ranging from verbal reprimand to termination, with two (2) resignations prior to disciplinary action.

Disciplinary Actions	
Verbal Reprimand	7
Written Reprimand	25
Suspension	2
Termination	3
<b>Total</b>	<b>37</b>
Resigned Prior to Discipline	2

## Complaint Origins 2021



Administrative Complaints made up 79% of all complaints in 2021.

The Body Worn Camera system continues to allow for quick review of officers' actions in the field by supervisors, and is an asset in their complaint investigations. As a result of the availability of BWC footage, there were no complaints with a disposition of Not Sustained (not enough evidence to clearly prove or disprove the allegations) with most BWC complaint reviews falling clearly into the dispositions of Unfounded, Exonerated, or Sustained. Thorough internal investigations with clear complaint dispositions are beneficial to the officers, the department, the citizens involved, and community as a whole, serving to enhance transparency and accountability.

Of all complaints in 2021, 5.8% were citizen complaints that were Sustained.

Capt. J.D. Cole

Cc: Accreditation files