

V. Citizen Complaints

In 2021 there were forty-nine (49) citizen complaints investigated by the Division. This is an increase of sixteen (16) citizens complaints compared to the thirty-three (33) citizen complaints investigated in 2020.

Type of Complaint	Exonerated	Sustained	Not Sustained	Unfounded	Complaint Withdrawn	Pending	Total by Type of Complaint
Discourteous treatment of the public	13		1	7			21
Violation of Rules	1						1
Neglect of Duty	2			1			3
Racial Profiling	6			1			7
Use of Force	4			1			5
Incomplete /inaccurate investigation	5	2	1		2		10
Citizen Property				1			1
Conduct Unbecoming				1			1
Total by Finding	31	2	2	12	2	0	49

In 2020 there were thirty three (33) citizen complaints investigated by the Division.

Citizen Complaints by Type and Finding - 2020

Type of Complaint	Exonerated	Sustained	Not Sustained	Unfounded	Complaint Withdrawn	Pending	Total by Type of Complaint
Conduct	14	3		4			21
Violation of Rules	6	2					8
Citizen Property			1	1		1	3
Bias-Based							0
Harassment							0
Use of Force						1	1
Total by Finding	20	5	1	5		2	33

Section V Citizen Complaints, Chart I and Chart II



