



City of Kodiak
KODIAK POLICE DEPARTMENT
Office of the Chief of Police



Public Compliment or Complaint Process

Kodiak Police Department's Responsibilities

The KPD recognizes its responsibilities to maintain the public confidence and trust, and the need to ensure integrity and accountability both by the agency and by each employee.

The Public's Responsibilities

As we recognize the rights of all citizens, the public should recognize that KPD employees must be able to exercise their best judgment in taking necessary and reasonable action in the performance of their duties without fear of reprisal.

Policy

It is the policy of the Kodiak Police Department to accept compliments or complaints from the public.

Compliments

- Are reviewed by the employees first line supervisor,
- Are forwarded to the employee, and
- Are placed in the employees' personnel file.

Complaints follow a specific procedure that:

- Ensures fair and proper action is taken when an employee is accused of misconduct,
- Ensures a thorough, fair and objective investigation, and
- Helps identify and correct deficiencies in policies, procedures and/or training.

Anyone can submit a complaint

The person most directly affected by the alleged conduct should be the person to complain. Under most circumstances, this is the person most likely to provide the best information about the incident. However, third party complaints will be accepted and investigated.

Complaints can be made at any time

To help ensure evidence is still available and recollections of the incident are fresh, complaints should be made as soon as possible; however, they will be accepted at any time.

All complaints received by the KPD are forwarded to the Office of the Chief of Police, where they are reviewed and assigned for investigation.

Complaints should be concise and specific.

Describe the conduct of the employee that you believe to be improper. For example, rather than saying the employee was rude, explain how the employee was rude by:

- Providing the specific words or phrases used.
- Describing the employee's tone of voice.
- Citing particular behavior.

Identify the employee as much as possible by providing the:

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2160 Mill Bay Road – Kodiak, Alaska 99615 – 907.486.8000 voice – 907.486.8909 fax
Contact KPD@city.kodiak.ak.us
www.city.kodiak.ak.us



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- Employee's name and/or badge number.
- Date, time and location of the incident.
- If available, include the names, addresses and telephone numbers of any witnesses.

(Note: KPD officers are required to properly identify themselves upon request during the performance of their duties.)

The subject of the complaint should involve alleged misconduct by an employee

The focus of the KPD complaint procedure is on alleged misconduct by the KPD employee that encompasses violation of laws or KPD policies and procedures.

Anonymous complaints are investigated, but not recommended

Although anonymous complaints are investigated, the investigations are less likely to reveal all the facts surrounding an incident when the investigator is unable to contact the complainant. KPD encourages individuals with allegations of misconduct by our employees to speak to a supervisor or investigator.

Making a complaint will not affect actions or charges against the complainant

Employees are prohibited from retaliating against you for reporting truthful information in lodging a complaint against them.

Any charges or legal issues (present or future) must be decided by the appropriate court. The investigation of your complaint will focus on the conduct of the employee, not charges against you. Therefore, if you were arrested or issued a ticket or summons during the incident that led to your complaint, you must still follow the direction of the appropriate court in resolving the case.

Investigation Process

Every complaint of misconduct will be reviewed by the Chief of Police.

Upon receipt of a complaint, the Chief will assign the case for investigation. Generally, complaints will be assigned to the employee's supervisor, the Deputy Chief, or the Chief. More serious or complex matters may be referred to an outside agency or independent investigator.

Investigators will:

- Attempt to interview the complainant, the accused employee and all witnesses;
- Examine physical and digital evidence;
- Review reports and records;
- Document the facts surrounding the incident and allegation.

The investigator's report will be submitted to the Chief who will review it for completeness and objectivity.

Procedures

The standard of proof in an administrative investigation is a preponderance of the evidence. It is less than the standard in a criminal case, which is guilt beyond a reasonable doubt.

In criminal investigations, police employees have the same rights as any citizen, including the right to remain silent. If officers are ordered to answer questions or face discipline, their answers cannot be used against them

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in a criminal matter.

Under current law, complaint investigations are not public records. Once completed the investigation is retained for future reference.

Submitting a Compliment/Complaint

To turn in a compliment or complaint, complete a Public Compliment or Complaint form, which is available on the City of Kodiak's web page or at the Police Department. You may also call our non-emergency phone line 24/7/365. (Your compliment or complaint will be accepted even if it is not on our form.) Complaints can be emailed to contactkpd@city.kodiak.ak.us, mailed to 2160 Mill Bay Road Attention Chief of Police, or dropped off at the Department.

Disciplinary Action

KPD utilizes the principle of progressive discipline. This allows for cumulative increase in penalty considering prior discipline while also allowing for consideration of specific circumstances.

Once management has reached a final disposition, appropriate action will be taken. This may involve documented counseling or re-training. It may also involve the imposition of disciplinary action which includes oral reprimand, written reprimand, suspension or termination.