

# File a Personnel Complaint

## What is the Office of Professional Standards?

The main responsibility of the Office of Professional Standards is to ensure that the integrity of the Battle Creek Police Department is maintained. That means the high standards of professional conduct must be followed and that the administrative, operational policies and procedures must conform to standards set by the City government and current legal requirements. The Office of Professional Standards vigorously investigates complaints against officers as well as protects officers who properly perform their assigned duties.

## How do I file a complaint?

Complaints can be filed several ways:

- **In Person:** You may speak to any command officer at the Battle Creek Police Station.
- **Telephone:** Complaints may be filed by contacting the Office of Professional Standards (Mon-Fri) @ 269-966-3322.
- **Battle Creek Police Department Website:** Complaints may be filed via the Department's webpage located at <https://www.battlecreekmi.gov/248/Overview>
- **Fax:** Complaints may be faxed to 269-966-0102, Attn: Professional Standards
- **Mail:** Please fill out a complaint form and send it to:  
Battle Creek Police Department  
34 North Division  
Battle Creek, MI 49014

[DOWNLOAD COMPLAINT FORM](#)

## Who investigates my complaint?

Complaints regarding allegations of minor rule or policy violations may be assigned to the employee's supervisor for investigation and disposition. At the conclusion of the investigation, the employee's supervisor will notify the complainant to advise them of the disposition of their complaint.

Complaints regarding allegations of major rule or policy violations will result in the preparation of a Departmental Inquiry, which contains a summary of the allegations that have been received for investigation.

After a complaint is fully and properly investigated, the Office of Professional Standards will render a recommendation based on the established facts and circumstances. This recommendation, along with its supporting information, will be included in the Departmental Inquiry. Once completed, the Departmental Inquiry is delivered to the Office of the Chief of

Police for final approval and disposition. The Office of Professional Standards will provide written notice to both the complainant and the employee of the final disposition of an Internal Affairs Unit investigation and provide each with an opportunity to discuss the disposition.

## **What are the possible outcomes of an investigation?**

Your complaint will result in one of the following conclusions:

- **UNFOUNDED:** When the investigation discloses that the alleged acts did not occur or did not involve department members.
- **EXONERATED:** When the investigation discloses that the alleged acts occurred but was justified, lawful, and/or proper.
- **NOT SUSTAINED:** When the investigation discloses that there is insufficient evidence to establish that the act occurred and that it constituted misconduct.
- **SUSTAINED:** When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

There are five types of action, which can be recommended for a sustained case:

1. Training
2. Counseling
3. Written Reprimand
4. Suspension without Pay
5. Discharge from the Department

Sworn police officers and civilian employees may appeal written reprimands, suspensions, and discharges from the Department.

## **How do I know what happens?**

You will be notified of the investigation results within 45 days. If the investigation cannot be completed within the 45 day period, you will be provided a progress report. When an outcome is decided, you will be notified of the results.

## **Can I appeal? YES!**

You can appeal the decision of the Chief of Police to the City Manager. The City Manager's Office is located in 10 North Division, Battle Creek, MI and is open Monday through Friday from 8 A.M. to 5 P.M.

- Only the involved person may appeal the findings of the investigations.
- Third parties do not have the right to appeal.
- You must file an appeal at the City Manager's Office within 14 business days of your notification of the decision.

- The basis for your appeal must be specific.
- The appeal may be in person, written, or by telephone.