

Darien Police Department General Order 4.3, Internal Affairs and Discipline:

A. Misconduct Complaints: Complaints or information alleging misconduct by officers of the Department will be accepted by telephone, e-mail, standard mail, or in person. Complaints may be filed by anyone who has experienced or witnessed police misconduct, or by any person having knowledge of police misconduct. The Department recognizes that illegal/undocumented immigrants have the same rights as citizens in the complaint process; Department personnel are prohibited from asking any questions regarding immigration status and will not notify federal immigration authorities merely in response to an inquiry or filed complaint.

1. Telephone Complaints: Officers who receive a misconduct complaint shall direct the caller to the Shift Commander. The Shift Commander shall, prior to the end of his/her shift, review the complaint and determine if it should be handled at his/her level per Section V.B.1-4 of this General Order, or be referred to the Chief's Office per Section V.C.1-5 of this General Order. The Shift Commander shall complete a report detailing the facts and circumstances of the complaint along with the resultant finding, if applicable. For alleged conduct of a more serious nature, the Shift Commander shall immediately notify the Chief of Police who will initiate an internal investigation as soon as practicable.

2. Mail Complaints: Misconduct complaints received via mail shall be forwarded to the Chief of Police for review and assignment. The Chief of Police may assign the complaint to a supervisory officer or captain, depending on the severity of the complaint.

3. In-Person Complaints: Officers who encounter a citizen wishing to make a complaint should direct the complainant to the Shift Commander. The Department will accept a written statement from any person wishing to make a complaint. There is no requirement for the complainant to use a Department form or sign a sworn statement in order for the complaint to be accepted. The Shift Commander shall review the complaint and determine if the complaint should be handled at his/her level in accordance with Section V.B.1-4 of this General Order, or be referred to the Chief of Police in accordance with Section V.C.1-5 of this General Order. The Shift Commander shall complete a report detailing the facts and circumstances of the complaint and submit same to the Chief of Police.

4. E-Mail Complaints: E-mail(s) alleging a misconduct complaint shall be forwarded to the Shift Commander without undue delay.

5. Anonymous and Third Party Complaints: The Department accepts anonymous or third party complaints and will investigate every complaint alleging criminal conduct. All other anonymous complaints shall be evaluated on a case by case basis and investigated to the degree anonymity affords.

6. All complaints against officers and/or the Department shall be maintained in a secure file to ensure confidentiality. The secure file shall be maintained by the Chief of Police.