
Phoenix Police Department

P.O. Box 330 / 114 West 2nd Street
Phoenix, OR 97535



Citizen Complaint Procedure Overview

Phoenix Police Department's Complaints Against Police Department Personnel procedure helps you, the community, and our department as well. It is the policy of the Phoenix Police Department to investigate all allegations and complaints of misconduct against any member of the police department. Proper adherence to the provisions of this policy will resolve disputes and facilitate prompt and equitable corrective action (where applicable). If you have a concern about the practices or personnel of the Phoenix Police Department, you may utilize any of the options outlined below, to file a complaint.

While the Phoenix Police Department is committed to processing valid citizen complaints against department members, we are also cognizant that there are some individuals who may make a false complaint against a Police Department employee. We caution any citizen that might make such a false allegation that you may find yourself criminally charged under any of the following Oregon statutes:

- Oregon Revised Statute 162.065 – Perjury
- Oregon Revised Statute 162.075 – False Swearing
- Oregon Revised Statute 162.085 – Unsworn Falsification

How To File a Complaint:

You may file a complaint utilizing any of the following options:

1. You may visit the Phoenix Police Department at 114 West 2nd Street, Phoenix, Oregon 97535 in person. When you arrive a member of the agency will be more than happy to provide you with a Citizens Complaint Procedures form.
2. You may file a complaint by telephone at (541)535-1113. You should ask to speak with the Chief of Police. If he or she is unavailable, you may leave a message and he or she will return your call as soon as practical.
3. You may request a copy by mail and then fax or mail the form to the Phoenix Police Department. The fax number is (541)535-2040 and our address is at the top of this page. You may contact the Police Chief at (541)535-1113 to confirm receipt of the complaint.
4. You may visit the Phoenix Police Department website at <http://www.phoenixoregon.gov/police/page/faq> and download a copy of the Complaint Form. The form may then be completed and mailed or faxed back to the Phoenix Police Department using the address and fax number specified above.
5. Finally, you always have the option of filing an anonymous complaint. However, where there are no investigative leads (i.e., witnesses, names, contact information, dates, or times) it will be difficult for us to conduct a thorough investigation into the allegations.

The person receiving your complaint may ask you to provide as much information as possible, or for additional information regarding the incident. If you were involved in or witnessed the incident, it is extremely important to the investigation that a statement is obtained from you. From your statement, an investigator will complete the Department's Preliminary Complaint Report Against Police Personnel. If your concern stems from an arrest or citation issued to a family member or yourself, it may not be investigated until the legal matter has been settled.

The Chief of Police will assign a supervisor as the investigating authority. The Chief of Police may request outside assistance from another agency if needed.

Each complaint will be examined on its own merits. Formal investigations require investigators to contact all available witnesses, including police officers, examine any relevant physical evidence and gather all information pertinent to each allegation made in a complaint. The investigating authority will render a finding in each case. The four possible findings are:

Sustained – the allegation has been investigated and the facts show that the allegations is true and the action taken was not consistent with the Phoenix Police Department’s rules, policy, standard operating procedures or common practice.

Inconclusive/Not sustained – the allegation has been investigated and there is insufficient proof to confirm or refute the allegation.

Exonerated – the allegation has been investigated and the facts indicate that the action was consistent with agency policy.

Unfounded – the allegation has been investigated and either the allegation is demonstrably false or there is no credible evidence to support it. This finding shall also apply when an individual personnel named in the complaint were not involved in an act that did occur.

The Chief of Police will review all findings and if he or she concurs, will approve the investigation and the findings and will move to take the appropriate corrective measures if necessary. If the Chief of Police does not concur with the findings, he or she will either return the findings to the investigator for additional investigation, request outside agency assistance if the Chief of Police determines that is appropriate, or modify the findings to the proper designation. The Chief of Police will explain, in writing, his or her reasons for either requesting an outside agency or modifying the findings. The investigation will not be deemed complete until the Chief of Police signs off on the findings.

You will be notified of the findings in writing at the conclusion of the investigation. When a finding of “sustained” is determined, corrective action will be taken. The type of corrective action imposed is subject to the provisions the City of Phoenix’s Personnel Manual, the Phoenix Police Department’s Policy and Procedure Manual, and where applicable a collective bargaining agreement. Discipline may include training, counseling, and actions up to and including termination. If your complaint is sustained and punitive discipline is imposed, the employee has appeal rights. Therefore, you may be required to testify at one or more administrative proceeding.

Your valid concerns and criticisms help us to protect the community from possible misconduct by employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.

Respectfully,

Derek A. Bowker

Chief of Police

Phoenix Police Department

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Citizen Complaint Form

Date and Time of Complaint: _____

Date and Time of Event: _____

Location of Event: _____

Complainant Information

Name: _____ Date of Birth: _____ Sex: _____ Race: _____

Address: _____

Home Phone: _____ Cell: _____ Work: _____

Employee Involved (if known)

Employee Name: _____ ID: _____ Vehicle #: _____

Employee Name: _____ ID: _____ Vehicle #: _____

Witness Information

Name Address Phone

Name Address Phone

Description of the Incident/Event

