

Appendix E

Sample Response Letters

Complaint Acknowledgment

This will acknowledge receipt of the complaint made by you on [date of complaint] concerning the actions of a member of this department occurring on [date of incident].

A thorough investigation will be conducted into the allegations contained in your complaint and you will be advised of the results of the investigation upon its conclusion. In the meantime, if you have any questions, please feel free to contact this office by calling [telephone number], Monday through Friday, between the hours of ____ a.m. and ____ p.m.

Officer Exonerated

The Internal Affairs Unit of this department has completed its investigation of your complaint concerning the conduct of [name of subject officer]. The investigation and a review of all information currently available to this office indicates that the officer followed the appropriate department policies and procedures. More specifically, department policies and procedures permit the officer to [give details of the policy or procedure]...

If you have any additional information which you believe should be considered, please contact the Internal Affairs Unit at [telephone number].

Thank you for bringing this matter to our attention.

Not Sustained

The Internal Affairs Unit of this department has completed its investigation of your complaint concerning the conduct of [name of subject officer]. The investigation and a review of all information failed to disclose sufficient evidence to clearly prove or disprove the allegation. More specifically,...

- a. (witness could not be located)*
- b. (document could not be located)*
- c. (physical or forensic evidence could not be located)*
- d. (witness did not support your complaint)*
- e. (physical or forensic evidence did not support your complaint)*
- f. (the investigation failed to yield enough evidence to support your complaint)*
- g. (while some evidence supported your complaint there was not enough evidence to support your complaint)*

If you have additional information which you believe should be considered, please contact the Internal Affairs Unit at [telephone number]. If no additional information is received within ten days, this case will be considered closed.

Thank you for bringing this matter to our attention.

Unfounded

The Internal Affairs Unit of this department has completed its investigation of your complaint concerning the conduct of [name of subject officer]. The investigation revealed that the alleged incident did not occur.

If you have additional information which you believe should be considered, please contact the Internal Affairs Unit at [telephone number]. If no additional information is received within ten days, this case will be considered closed.

Thank you for bringing this matter to our attention.

Sustained

The Internal Affairs Unit of this department has completed its investigation of your complaint concerning the conduct of [name of subject officer]. The investigation revealed that the officer violated departmental rules and regulations. He/she will be subject to appropriate discipline under our agency's procedures.

If you have any questions, please feel free to contact the Internal Affairs Unit at [telephone number].

Thank you for bringing this matter to our attention.