Citizen Complaints (continued)

D. Citizen complaints may be accepted by any supervisor of the department who is approached for such assistance. The supervisor may attempt to resolve a complaint by reviewing and exploring departmental policies and procedures, where applicable. Attempts to resolve complaints will be noted on the complaint report and forwarded to the Chief of Police or designee.

E. Upon receipt of a citizen’s complaint, the Chief of Police or designee will;
   a. Contact the complainant and the accused officer(s) and advise him/her that the matter is under investigation.
   b. Provide the complainant and accused officer(s) with periodic status reports and written notice of the final disposition of the case.

F. The Chief of Police or designee will advise the complainant of departmental procedures for the processing and investigation of citizen complaints.

G. Investigations of complaints will be conducted in accordance with all collective bargaining agreements, Federal and State Laws.

H. In most instances, investigations will be completed within 30 days unless extenuating circumstances are articulated and communicated to complainant and accused officer(s) upon approval of the Chief of Police or designee.

I. Complainants and officer(s) will be notified of the results of the investigation in writing upon conclusion of the investigation.

Cases Classifications Guidelines

After completion of any and all investigations, the case will be disposed of with a conclusion of facts stating recommendations for disposition of the case, along with the supporting evidence for such recommendations. The final dispositions are as follows:

A. Sustained: Evidence sufficient to prove allegations.
B. Not Sustained: Insufficient evidence to either prove or disprove allegations.
C. Exonerated: Incident occurred but was lawful or proper.
D. Unfounded: Allegation is false or not factual.

Contact Us

General Phone: 617.287.7799
Web: https://www.umb.edu/public_safety
Address: University of Massachusetts Boston Department of Public Safety
100 Morrissey Blvd.
Boston, MA 02125
Citizen Complaint Policy

The University recognizes that due to the nature of our duties, obligations, and responsibilities complaints against our personnel will occur from time to time. To protect our members and the reputation of the University of Massachusetts Boston Department of Public Safety the Chief of Police or designee has a responsibility to cause a prompt, thorough investigation of all allegations and complaints received against the department or its members.

An inquiry or complaint may be made by letter, telephone, email or in person. Any UMass Boston police officer or dispatcher may accept an initial inquiry or complaint regarding policies or procedures. However, if the inquiry or complaint is about personnel, contact the on-duty shift supervisor, who will ensure that the inquiry is directed to the proper authority. If the inquiry or complaint appears to be based on a misunderstanding of acceptable or desired conduct, procedures or practices, the shift supervisor may offer an explanation. If the complainant is not satisfied with the explanation, the Department will honor your request to have the matter investigated. The goal of the Department of Public Safety is to ensure that the integrity of the department is maintained through a system where objectivity, fairness, and justice are assured by intensive impartial investigation and review.

Reporting Process

An inquiry or complaint may be made by letter, telephone, email or in person. Any UMass Boston police officer or dispatcher may accept an initial inquiry or complaint regarding policies or procedures. However, if the inquiry or complaint is about personnel, contact the on-duty shift supervisor, who will ensure that the inquiry is directed to the proper authority. If the inquiry or complaint appears to be based on a misunderstanding of acceptable or desired conduct, procedures or practices, the shift supervisor may offer an explanation. If the complainant is not satisfied with the explanation, the Department will honor your request to have the matter investigated. The goal of the Department of Public Safety is to ensure that the integrity of the department is maintained through a system where objectivity, fairness, and justice are assured by intensive impartial investigation and review.

Citizen Complaints

The utmost courtesy and cooperation shall be extended to all persons registering complaints or otherwise inquiring about the complaint procedure. Information regarding the complaint filing process should be disseminated immediately upon request and ensure they are furnished with a “Citizen’s Guide to Making Complaints, Inquiries and Commendations” brochure.

Citizen Complaints (continued)

No person shall be denied the opportunity to register a complaint, nor should any person be directed to return or call back later, unless absolutely necessary. Any person requesting to make a complaint against an employee of the department, shall, upon request, be given a copy of the complaint form. Complainants may prepare a separate written narrative and attach this to the complaint form.

However if an individual is incapacitated due to the effect of alcohol or drugs, and is unable to clearly articulate or understand, such persons should be encouraged to return later to complete the complaint form. The supervisor shall place an entry into the activity log documenting the state of the person and directions to return. If this occurs, the supervisor will follow-up with the complainant within 24-48 hours.

A. All citizen complaints pertaining to Departmental policies or procedures or that allege officer misconduct will be documented and investigated by the Department.

B. Information and complaint forms describing the complaint procedures are available at police headquarters.

C. Complaints from any source will be investigated: Preferably, they should be made in person by the individual directly concerned in the allegation against the police employee.