

MAKING AN INQUIRY OR COMPLAINT

An inquiry or complaint can be made by email, letter, telephone, or in person. Any sworn employee whose duties involve public contact may accept an initial inquiry about a police response or action.

If your inquiry appears to be based on a misunderstanding or a lack of knowledge of acceptable or desired conduct, procedures, or practices, the employee may offer an explanation. If you are not satisfied with their explanation, you may insist on speaking with the employee's supervisor.

If the inquiry or complaint is about personnel, you should contact the employee's supervisor (contact information is contained in this form). If the inquiry is about a patrol officer or patrol response, please contact the Patrol Division. If the inquiry is about a detective or an investigation, please contact the Detective Bureau Supervisor.

If the supervisor is unable to answer your inquiry/complaint satisfactorily, you can request to make a formal complaint. To begin this process, the supervisor may ask for you to meet with him or her at the police station during normal business hours. The supervisor will present you with a "Citizen's Complaint Packet" with forms for you to fill out. The supervisor will explain the forms to you and assist you, if necessary, in filling out the forms.

INVESTIGATION PROCEDURE

In order to properly fill out the packet, please be prepared to provide the date, time and location of the event; the names of the Saginaw Police employee(s) involved (if known), and the name, address, and telephone number of any possible witnesses.

Once your complaint is received it will be thoroughly investigated by a person designated by the Chief of Police. The investigation will usually include a review of all applicable reports, policies, and procedures, examination of any evidence or medical records, and interviews with all parties and witnesses. A simple inquiry might take only a day to complete, while a complex complaint might take two or three months to investigate and review.

If the Police Chief determines that an employee violated department policies or procedures, appropriate corrective action is taken. The Police Chief's review will also include looking for ways to improve policies, procedures and training.

The Police Chief will review the complaint and findings. This review is to assure that the investigation was handled thoroughly and objectively.

FINDINGS

You will receive written notification of the Police Chief's findings. There are four possible findings:

1. **Sustained:** The allegation made in the complaint was proven.
2. **Not Sustained:** The investigation failed to prove or disprove the allegation.
3. **Unfounded:** The investigation shows that the alleged act did not occur.
4. **Exonerated:** The investigation shows that the alleged act did occur, but was justified, lawful and proper under the circumstances.

QUESTIONS & ANSWERS

Q: What happens to an employee if he or she is found to have acted improperly?

A: Some instances require disciplinary action such as a reprimand, suspension, or even termination. Sometimes training is appropriate. If a crime has been alleged, the County Prosecutor will determine if criminal charges should be filed.

Q: Will you tell me what discipline was imposed?

A: Generally, no. State law protects the disclosure of law enforcement personnel records and disclosure will only be made pursuant to applicable law.

QUESTIONS & ANSWERS (CONTINUED)

Q: Do I have any guarantee that I will be satisfied?

A: Although we cannot guarantee that you will be satisfied, we do guarantee that your inquiry will be investigated thoroughly. You will be allowed to discuss the results with the Police Chief or his designee.

COMMENDING EXCEPTIONAL PERFORMANCE

The best way to commend the actions of a Saginaw Police Department employee is to write or email (see addresses on the next page) a brief letter describing the incident and the actions you think were exceptional. Information such as the date, time and location will help identify the employee if you do not know his or her name. If you choose not to write or email, you may ask to speak with the individual's supervisor and make a verbal commendation. You can also commend an employee by downloading the "MyPD" app on your smart phone or tablet and using the "Commend an Officer" tool.

CITIZEN'S ADVISORY COMMITTEE

The Citizen's Advisory Committee was created in August 2013. It is their mission to improve public confidence and community relations with the Saginaw Police Department by providing accountability through effective communication and oversight.

HOW ARE WE DOING?

The Saginaw Police Department is committed to providing the best service possible. Citizen comments are essential if we are to succeed in this goal. If you have any questions about any specific action taken by us, or about how we operate, or if you have a recommendation on how we can improve, you may contact one of the following, including the members of the Citizen's Advisory Committee:

PATROL SERVICES BUREAU

Watch Commander

(989) 759-1297

INVESTIGATIONS BUREAU

(989) 759-1245

OFFICE OF PROFESSIONAL STANDARDS

Lt. David Kendziorski

(989) 759-1235

dkendziorski@saginaw-mi.com

SAGINAW POLICE DEPARTMENT

INTERIM CHIEF ROBERT M. RUTH

612 Federal Ave.

Saginaw, MI 48607

rruth@saginaw-mi.com

CITIZENS ADVISORY COUNCIL MEMBERS:

CHAIRMAN PASTOR BOB DAVIS - bobdavis807@gmail.com

CO-CHAIRMAN FRED HARVEY - fharvey@firstward.us

COMMUNICATIONS COORDINATOR TANYA WELCH -
tdwelch@svsu.edu

LARRY CAMPBELL - nosweat3109@aol.com

DAWN GOODROW -

dawnofanewdaycoffeehouse@gmail.com

ANA HIDALGO

CITIZEN'S GUIDE TO MAKING COMPLAINTS, INQUIRIES AND COMMENDATIONS



THE SAGINAW POLICE DEPARTMENT IS COMMITTED TO PROVIDING THE HIGHEST QUALITY OF SERVICE TO THE CITIZENS AND VISITORS OF OUR CITY. IN ORDER TO BE RESPONSIVE TO COMMUNITY NEEDS, IT IS NECESSARY TO HAVE CITIZEN INPUT. YOUR CONSTRUCTIVE COMMENTS ABOUT OUR SERVICE WILL HELP US TO IMPROVE OUR SERVICE GOALS.

ROBERT M. RUTH
INTERIM CHIEF OF POLICE