



VILLAGE OF  
*Waynesville..*

*Police Department*

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## ***Personnel Complaint Procedure***

Personnel complaints include any allegation of misconduct or improper job performance that, if true, would constitute a violation of department policy or of federal, state, or local law, policy, or rule.

### **POLICY**

The Waynesville Police Department recognizes its responsibility to both itself and the public to thoroughly investigate all allegations of misconduct brought against its members. To accomplish this, the WPD has implemented an internal investigation procedure that provides for a diligent, systematic inquiry of complaints received.

It is by this process that complaints are investigated to determine if policy violations occurred. If so, corrective actions are used to ensure quality law enforcement and preserve the community's confidence in the department. Waynesville Police Department explicitly prohibits any form of biased-based behavior by any of its employees.

### **FILING A COMPLAINT**

A complaint may be made by any individual in writing or in person. The complainant may choose to remain anonymous if desired.

A complaint may be submitted to any supervisor of the department or through the online complaint form which can be found on our website at [www.waynesvillepolice.com/faq/](http://www.waynesvillepolice.com/faq/)

### **Complaint Process**

#### **Step 1: Complaint Received –**

WPD receives the complaint and reviews it and assigns it for investigation.

#### **Step 2: Investigation –**

A thorough investigation is conducted by a Supervisor. A follow-up with the complainant must be done within 24 hours of receipt of the complaint.

#### **Step 3: Recommendation –**

The employee's supervisor reviews the case and makes recommendations.

#### **Step 4: Final Decision –**

The Chief of Police makes a final determination and imposes discipline as warranted.

#### **Step 5: Notification –**

The complainant is notified of the final determination but not the specific discipline (if applicable).

### **Possible Investigation Dispositions:**

- **Unfounded** – When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within this classification.
- **Exonerated** – When the investigation discloses that the alleged act occurred but that the act was justified, lawful, and/or proper.
- **Not Sustained** – When the investigation discloses there is insufficient evidence to sustain the complaint or fully exonerate the member.
- **Sustained** – When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

\*\*All complaint investigations will be completed within one year from the date of discovery.