

IDAHO STATE POLICE PROCEDURE

03.02 COMPLAINTS

I. General

- A. The Idaho State Police (ISP) accepts all complaints against any of its employees and fully and objectively investigates such complaints. Employees may attempt to resolve a complaint by explaining legitimate procedures but must never dissuade any person from lodging a complaint. To protect employees against false allegations, all complainants are encouraged to make complaints in written form. Anonymous complaints, or complaints from persons who wish their names to be held in confidence, however, are accepted.
- B. Each employee has the duty to immediately report to his immediate supervisor any arrest/summons/citation/criminal complaint received for a general misdemeanor or felony, regardless of the jurisdiction in which it occurred.
- C. Each employee has the duty to report to his immediate supervisor any report filed against himself with the police, or any on- or off-duty contact with the police that may reflect unfavorably upon the ISP. Each employee also has the duty to report to the appropriate immediate supervisor any act of misconduct involving an employee of ISP or any other agency.

II. Receipt of Complaints

- A. The ISP employee initially contacted by a person (complainant) is courteous;
- B. Refer the complainant to the most appropriate supervisor available;
- C. If no supervisor is available, the employee:
 - 1. records the complainant's name and telephone number on the [EHF 03 02-01 Complaint Form](#);
 - 2. states that the supervisor will respond to the complainant as soon as practicable; and
 - 3. forwards the [EHF 03 02-01 Complaint Form](#) to the supervisor;
- D. If the complaint is received through the mail, the employee:
 - 1. places the correspondence and envelope in an envelope;
 - 2. seals the envelope; and
 - 3. forwards the envelope to the supervisor;
- E. ISP employees handling the complaint must maintain confidentiality.

III. Supervisor Responsibilities

- A. The supervisor initially contacted by a complainant is courteous;

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- B. Obtain sufficient information from the complainant to understand the complaint and completes the appropriate sections of the [EHF 03 02-01 Complaint Form](#);
- C. Attempt to resolve the complaint by explaining legitimate ISP procedures, if appropriate;
- D. If not resolved, initiates the incident review process described in ISP procedure [03.01 Incident Review and Administrative Investigation](#).