

**MAULDIN POLICE DEPARTMENT
CITIZEN COMPLAINT OVERVIEW**

1. Complaint Filed

- **Complainant is referred to the on-duty supervisor if appropriate.**
- **As Internal Inquiry Form is completed.**
- **Complainant receives a copy.**
- **The Administrative Officer on call is notified if required, otherwise the original form is forwarded to the Chief of Police in a sealed envelope.**

2. Inquiry is Assigned and Conducted

- **The Chief of Police receives the complaint and assigns it for investigation.**
- **Officer is notified of the inquiry unless it would compromise the inquiry.**
- **Complainant is notified that the complaint was received.**
- **Internal inquiry is conducted.**
- **Report summarizing the complaint, investigation, and conclusions of the inquiry is prepared.**

3. File is Received and Reviewed

- **The Chief of Police reviews the file.**
- **The Chief of Police makes a determination.**

4. Notifications are made to all parties of the findings and decision of the Chief of Police.

5. The File is Secured

- **The file is secured in the office of the Chief of Police for a minimum of five years.**
- **If disciplinary action is warranted, the original is placed in the members personnel file and copy is given to the member.**
- **The Support Commander receives and secures a copy of the findings of the internal inquiry and any disciplinary actions for the annual report.**