

	Administrative General Order	10 Professional Standards	PAGE 1 OF 3
	City of Charleston Police Department Policy and Procedure Manual		EFFECTIVE DATE: 02/01/08
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BY THE AUTHORITY OF THE CHIEF OF POLICE:			<i>D. D. Miller</i>

10.1 PURPOSE

The purpose of this General Order is to identify the structure, functions, and responsibilities of the Professional Standards Office.

10.2 STRUCTURE (CALEA 52.1.3)

The Professional Standards Office (P.S.O.) will operate under the command of a Captain, who will report directly to the Commander of the Investigations, Community Outreach and Support Bureau. However, the Commanding Officer of PSO will have direct access to the Chief of Police in matters of a sensitive nature. The unit will be staffed by an appropriate number of Sergeants. All sworn personnel assigned to the Professional Standards Office will serve for a specific period of time, as determined by the Chief of Police.

10.3 FUNCTION (CALEA 52.2.1; 52.2.2; 52.2.3; 52.2.4)

The Professional Standards Office is responsible for maintaining and, where possible, increasing the integrity of the Charleston Police Department by either monitoring or conducting full, fair, and objective investigations of all complaints against the Department, or allegations of misconduct on the part of members and employees of the Department. The Professional Standards Office will be responsible for conducting the following investigations:

1. All administrative investigations into allegations of employee misconduct relating to:
 - a. Corruption;
 - b. Brutality;
 - c. Misuse of force;
 - d. Breach of civil rights; and
 - e. Criminal misconduct.
2. All internal investigations involving:
 - a. Discharge of firearms; or
 - b. Persons in police custody or as a result of police action who receive a serious injury, attempts suicide, or dies.
3. All department related vehicle accidents involving:
 - a. Death or serious injury
 - b. Property damage, excluding property belonging to the department, that is expected to exceed \$5,000.00

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4. Other investigations as designated by the Chief of Police or the Bureau Commander.

All other complaints of misconduct may be investigated by either Professional Standards or at the line command level.

The Professional Standards Office is a fact-finding/investigative body, and it is not that office's responsibility to adjudicate those matters that it has investigated. Once the Professional Standards Office completes an investigation, the case file will be submitted for adjudication as described in the Administrative Investigation Field Guide. The final disposition is subject to the approval of the Chief of Police.

It is the responsibility of the Professional Standards Office to develop sufficient information to support an appropriate disposition of each matter being investigated. Investigators will diligently pursue every legitimate course of action in their efforts to obtain the facts.

Professional Standards will act as the clearinghouse for the documentation and assignment of all administrative investigations to department supervisors. Department supervisors will complete administrative investigations within thirty (30) days of the assignment. Upon initial notification of a citizen complaint, the Professional Standards Office will correspond with the complainant in order to acknowledge receipt of the complaint. Should the thirty (30) day time limit to complete the investigation be extended, the Professional Standards Office will make notification to the complainant. Extension will only be approved by the Commanding Officer of the supervisor conducting the investigation. Upon return of an administrative investigation case file from the Chief, the Professional Standards Office will notify complainant of the disposition in writing and record the findings accordingly.

Professional Standards will assist the department's administration and the City Attorney's Office in preparation of cases to address civil litigations involving police personnel and will be responsible for providing the Crime Analysis Unit and the Public Information Office with an annual statistical summary of the final disposition on citizen complaints against officers. The Professional Standards Office will maintain a daily log that is available to the Chief of Police of all citizen's complaints, internal investigations, and inquiries.

Additionally, the Professional Standards Office will coordinate the duties of the Custodian of Records for the Charleston Police Department and will supervise the Accreditation Office.

10.4 ADMINISTRATIVE INVESTIGATION FIELD GUIDE

The Commanding Officer of the Professional Standards Office, or his designee, will be responsible for providing guidance to all personnel on procedural issues relating to conducting administrative investigations via a Charleston Police Department field guide. The Commanding Officer of the Professional Standards Office, or designee, will conduct an annual documented review of the Administrative Investigations Field Guide to ensure it accurately documents the most current methods for conducting this style investigation.

10.5 RECORDS SECURITY (CALEA 52.1.2)

The Professional Standards Office will maintain copies of all administrative investigations and disciplinary actions as indicated in the Administrative Investigations Field Guide. These records will be indexed and securely stored, with strictly controlled access by only Professional Standards' employees and affected command staff. Records of administrative investigations are privileged but are subject to disclosure with subpoenas and under the Freedom of Information Act.

10.6 PUBLIC INFORMATION ON COMPLAINT PROCEDURES (CALEA 52.1.4)

The Professional Standards Office is responsible for the publication and dissemination of "*Commendation or Complaint - How to Provide Comments about the Quality of Service Delivery by Your Police Department.*" Copies of this informational brochure on the procedures for commending or complaining about the services provided by Charleston Police Department personnel will be available in public areas of department buildings. Professional Standards will also

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maintain a webpage accessible to the public that provides a forum for frequently asked questions about the complaint process and a means to file a complaint online.

10.7 ANNUAL STATISTICAL REPORTING (CALEA 52.1.5)

The Commanding Officer of the Professional Standards Office or his designee will compile a statistical summary of the complaints filed and investigated on employees throughout the department. This information will be made available to the public and departmental employees through the agency Public Information Officer.