

2025 Annual Review of Internal Investigations and Complaints

The internal affairs function will record, register, and control the investigation of complaints against personnel; will supervise and control the investigation of alleged or suspected misconduct within the agency; and will maintain the confidentiality of the internal affairs investigation and records. Types of Complaints include Internal Affairs - the investigation of alleged or suspected misconduct within the Agency; Formal Complaint - a known complainant wishes to pursue a formal complaint; and Informal Complaint - a known complainant refuses to formally pursue an allegation or complaint.

All complaints shall have a disposition of one of the following:

- Improper Conduct: the allegation is true and the actions of the department or the member or employee were inconsistent with policy and the complainant suffered harm.
- Insufficient Evidence: there is insufficient evidence to confirm or refute the allegation.
- Policy Failure - Officer Exonerated: the allegation is true and although the actions of the member or employee were not inconsistent with policy, the complainant suffered harm. The officer acted in good faith and within existing department guidelines, rules and regulations.
- Proper Conduct - Officer Exonerated: the allegation is true, but the action of the department or the member or employee was consistent with policy, and the complainant suffered no harm.
- Unfounded Complaint - Officer Exonerated: the allegation is demonstrably false.
- Unfounded - No Further Investigation Possible: no investigation was conducted due to lack of information, contractual obligations or other events.

Internal Affairs Investigations

In 2025, there were two (2) internal affairs investigations. The circumstances of the investigations were as follows:

1) Violation of City Code 33.69 Disciplinary Actions (Failure or unnecessary delay carrying out orders, work assignments or instructions and sleeping or lounging during work hours), City Code 33.69 Disciplinary Actions (Disobedience to or noncompliance with any law, regulation, directive, policy or administrative order of the City Manager), and Police Policy and Procedure 107.06 Code of Conduct (Inattention to or carelessness in performing respective duties, lounging on duty improper patrolling of beat or sleeping, loafing, idling, or giving the appearance of being asleep on duty).

2) Violation of City Code 33.69 Disciplinary Actions (Disobedience to or noncompliance with any law, regulation, directive, policy or administrative order of the City Manager); NRECC Policy and Procedure 203.04D (Location Data on Wireless Calls - to avoid confusion, the call taker shall ask the caller to provide the locations. The call taker should not read the location listed on the ALI screen, describe the location represented on the CAD mapping software, or read the location indicated on Rapid SOS to the caller unless the caller is unable to provide their location), and NRECC Policy and Procedure 204.04E1 (Location Information - the communications technician remains responsible for the accuracy of the response location to ensure emergency services are dispatched to the appropriate location).

Thorough investigations were conducted with the following results:

1) Violation of City Code 33.69 - Improper Conduct, Violation of City Code 33.69 - Improper Conduct, and Violation of Police Policy and Procedure 107.06 - Improper Conduct. Three (3) day suspension without pay; employee resigned.

2) Violation of City Code 33.69 - Improper Conduct, Violation of NRECC Policy and Procedure 203.04D - Improper Conduct, and Violation of NRECC Policy and Procedure 204.04E1- Improper Conduct - One (1) day unpaid leave suspension and formal counseling.

Internal Affairs Investigations by Employee Status:

January – December 2025

Sworn: 0 Civilian: 2

Analysis and Conclusions:

Compared to 2024, there were three (3) internal affairs investigations conducted by our agency with no identifiable pattern of employee. Violation of Policy and Procedure 107.06 (Code of Conduct) was indicated in one investigation from 2024 and in one investigation in 2025.

In 2025, there was no identifiable pattern of employee. Violation of City Code 33.69 Disciplinary Actions (Disobedience to or noncompliance with any law, regulation, directive, policy or administrative order of the City Manager) were indicated in both investigations for 2025. Any findings of improper conduct, because of the policy and procedure violations, resulted in suspensions without pay for each employee.

Complaints

In 2025, there were nine (9) formal complaints, and three (3) informal complaints filed against employees. The circumstances surrounding the complaints were as follows:

Formal complaints

- 1) Demeanor
- 2) Racial Bias
- 3) Demeanor
- 4) Racial Bias/Demeanor
- 5) Handling of Theft Complaint
- 6) Failure to Obtain Surveillance Footage
- 7) Failure to File Report, Not Impartial, Threatening Charges of False Report
- 8) Demeanor
- 9) Violation of Policy and Procedure 101.01-Professionalism

Complaints by Employee Status:

**Formal Complaints
January – December 2025**
Sworn: 9 Civilian: 0

**Informal Complaints
January – December 2025**
Sworn: 3 Civilian: 0

Informal Complaints

- 1) Violation of Policy and Procedure 304.06-Officer Conduct and Violator Contacts
- 2) Violation of Policy and Procedure 101.01-Professionalism
- 3) Disclosing Sensitive Information

Thorough investigations were conducted into each complaint either formal or informal listed above with the following results:

Formal Complaints

- 1) Unfounded Complaint
- 2) Unfounded Complaint
- 3) Improper Conduct (Written Reprimand)
- 4) Proper Conduct/Unfounded Complaint
- 5) Proper Conduct
- 6) Insufficient Evidence-Unfounded Complaint
- 7) Unfounded Complaint
- 8) Unfounded Complaint-Officer Exonerated
- 9) Improper Conduct (Oral Reprimand)

Informal Complaints

- 1) Improper Conduct (Counseling and Review of Policy 304.06)
- 2) Improper Conduct (Written Reprimand)
- 3) Improper Conduct (Counseling)

In 2025, four (4) formal complaints were for Demeanor or Professionalism, two (2) indicating Racial Bias, and three (3) for issues regarding aspects of handling reports. One employee was named in two of the formal complaints filed in 2025: one for Racial Bias and the second for Demeanor. The first complaint for Racial Bias was investigated with a finding of unfounded. The second complaint for Demeanor was investigated with a finding of improper conduct for which the officer received a written reprimand. Additionally, in any instance where the employee's conduct was improper, appropriate discipline was issued.

Analysis and Conclusions:

Compared to 2024, there was one (1) formal complaint and two (2) informal complaints filed against personnel and no identifiable pattern of employee. Demeanor/Racial Bias was indicated in the two informal complaints in 2024. The findings of the first informal complaint was unfounded and the second was proper conduct. In 2025, there were also complaints filed for Demeanor and Racial Bias. In any instance where the employee's conduct was improper, appropriate discipline was issued.