


LYNN POLICE DEPARTMENT		Department Manual: Policy No. 36
Subject: Citizen Complaint Policy and Procedure		
Massachusetts Accreditation Standards Referenced: 52.1.1 52.1.2 52.1.3 52.2.1 52.2.2 52.2.5 52.2.6 52.2.7 52.2.8		
Effective Date: February 28, 2014	Issuing Authority <hr/> Kevin F. Coppinger Chief of Police	

36.1 PURPOSE

To maintain the highest quality of police services we must have an effective and meaningful complaint procedure. With such a policy in place, citizen confidence in the integrity of police actions will increase and assure their support, cooperation and confidence in their police department. The element of police public cooperation is vital to the department's ability to achieve its goals.

A relationship of trust between the members of the Lynn Police Department (Department) and the citizens of the community is essential. At all times, the employees of the Department, sworn and civilian, are expected to conduct themselves in a manner that will reflect favorably on the Department and the City of Lynn. By maintaining high standards we will be able to ensure an atmosphere of trust and cooperation between citizens and the department. Increased cooperation will enhance our ability to achieve the articulated goals of the department.

To a large degree, the public image of the Department is largely determined by the quality of its citizen's complaint procedures in responding to allegations of misconduct by the Department or its members. To that end, the objectives of a citizen complaint investigation are:

- a. Protection of the public;
- b. Protection of the employee;
- c. Protection of the Department;
- d. Correction of procedural and/or training problems.
- e. The removal of unfit personnel.
- f. Discipline where appropriate.

All alleged or suspected violations of laws, ordinances, department rules, regulations, policies, procedures and orders (whether verbal or written) must be investigated according to the procedures outlined. These include, but are not limited to:

(52.1.1)

- a. Alleged violations reported to superior officers by other members of the Department, either orally or in writing.
- b. Alleged violations observed or suspected by superior officers.
- c. Citizen complaints of alleged misconduct by members of the Department that are made in person, in writing, by telephone or anonymously. (52.1.1)
- d. Complaints or allegations made by prisoners.

36.2 POLICY

It is the policy of the Lynn Police Department to:

- a. Accept and investigate all complaints of misconduct or wrongdoing against the Department or Department employees, regardless of the source of such complaint, by conducting a regulated, thorough and impartial examination of all available factual information.
- b. Determine whether or not such complaints are valid; and
- c. Take appropriate action as warranted.

36.3 RECEIVING AND RECORDING COMPLAINTS

36.3.1 Categories of Complaints: While no hard and fast rule exists to categorize complaint types, the following criteria should be used as a guide by the Commanding Officer in determining proper follow up to allegations received:

36.3.1.2 Minor Violations of the Department's Rules and Regulations

For example:

- i. Alleged rudeness/discourtesy
- ii. Tardiness
- iii. Minor cases of insubordination
- iv. Minor acts deemed to be Conduct Unbecoming a Police Officer

36.3.1.3 Serious violations of the Department's Rules and Regulations, Criminal Behavior, etc.

For example:

- i. Corruption
- ii. Brutality
- iii. Use of excessive force

- iv. Criminal misconduct;
- v. Any other matter as directed by the Chief of Police.-

36.3.2 Receiving Complaints

- a. The on-duty Commanding Officer shall be responsible for receiving and recording all complaints made at the Division level of any alleged employee misconduct in accordance with the procedures outlined in this policy. Complaints filed with the Department's Administration shall be received and recorded by the Chief of Police or his designee and should follow these procedures accordingly.
- b. The Commanding Officer should interview the complainant to learn the basis of the complaint.
- c. If the complaint is of a minor nature, the Commanding Officer should attempt to resolve it at that time. Regardless of the outcome, a brief summary should be made in the Daily Report detailing the nature of the complaint and what actions, if any, were taken to correct the situation.
- d. If the complaint is of a more serious nature beyond the control of the Commanding Officer, he/she should still interview the complainant and should leave a report for the Chief. The complainant should be advised that a follow-up investigation will be made and a representative from the Department will be in contact with them. In these types of situations, the complainant should be requested to complete a Citizen Complaint Report as noted in Section 30.4.
- e. In the event that an Officer-in-Charge of a Special Unit is the direct recipient of a complaint, he/she should accept and record the complaint in the same fashion as a Commanding Officer would under this policy. The one exception would be that instead of making an entry in his/her Daily Report, the Officer-in-Charge should file an Administrative Report to the Chief, Deputy Chiefs, and the Captain within their chain of command.
- f. Regardless of the nature of the complaint or to whom it is focused upon, the complainant should be interviewed at the time he/she first contacts the Department.
- g. Courtesy and cooperation shall be given to all persons filing a complaint or inquiring about the complaint procedure. The initial contact between the complaining party and the police is the most important stage in the process as the complainant is often emotionally upset.
- h. No person should be denied the opportunity to file a complaint. No person should be directed to return or call back later.

36.4 CITIZEN COMPLAINT REPORTS

36.4.1 A Lynn Police Department Citizen Complaint Report shall be used to record all serious complaints of misconduct, mistreatment or alleged unethical practices against Department personnel, whether registered by a member of the public or a citizen of the City of Lynn. These reports shall be located behind the front desk at Police Headquarters.

36.4.2 The following information should be included on the complaint report:

- a. The date and time the complaint is reported;
- b. The name, address and phone number of the complainant;
- c. The name, address, and phone number of any witness to the reported incident;
- d. The name, rank, badge number and/or the description of the employee against whom the complaint is made;
- e. The date, time and location of the alleged incident;
- f. The complainant's description of the events that resulted in the complaint;
- g. Signature of the complainant under the pains and penalties of perjury
- h. Signature of parent or guardian if complainant is under eighteen years of age;
- i. The name, rank and signature of the department employee receiving complaint report.

36.4.3 Any person alleging serious misconduct against an employee of the Department shall be given a copy of the Citizen Complaint Report so that they may complete it on their own. When Citizen Complaint Reports are given out in this manner, the complainant should be instructed to return them, as soon as possible, to the Professional Standards Division. The identity of the complainant shall be requested and noted in the Daily Report.

36.4.4 No person shall be denied access to a Citizen Complaint Report regardless of the allegations made or the lack thereof.

36.4.5 Any person completing a Citizen Complaint Report shall, upon request, be given a copy of the completed report. This may act as their receipt to verify that the complaint was received.

36.5 PROCEDURES FOR IN-PERSON COMPLAINTS

Complaints that are made in person should be recorded as noted above and the complainant should be requested to sign the Citizen Complaint Report, if applicable. If the complainant is a minor, the signature of a parent or guardian should be obtained. If the complainant refuses to sign, the Commanding Officer accepting the report should make a notation that the complainant would not sign the report.

36.6 PROCEDURES FOR TELEPHONE COMPLAINTS

When a complaint is received by telephone, the complaint should be recorded as noted above. Telephone complaints should not be refused or rejected. If applicable, the complainant should be requested to come to the station to complete a Citizen Complaint Report.

36.7 PROCEDURES FOR COMPLAINTS RECEIVED BY MAIL OR ELECTRONIC MAIL

36.7.1 If a complaint as defined in this policy is received by regular or electronic mail, the information contained shall be incorporated into an Administrative Report with the original communication attached thereto.

36.7.2 If the information received is incomplete or insufficient, the Professional Standards Unit, or other designee as determined by the Chief of Police, shall contact the complainant, if possible, and obtain the necessary information.

36.7.3 When applicable, a follow-up attempt should be made to have the complainant complete the Citizen Complaint Report.

36.8 PROCEDURES FOR DEPARTMENTAL COMPLAINTS

Formal Department complaints as defined in this policy shall be initiated by the preparation of an Administrative Report and submitted to the Chief of Police.

36.9 PROCEDURES FOR COMPLAINTS BY PRISONERS

Any prisoner who alleges a complaint as defined in this policy shall be advised by the Commanding Office of his right to file a complaint in the manner set forth in this policy and such complaint should be processed accordingly.

36.10 PROCEDURES FOR COMPLAINTS BY OTHER GOVERNMENTAL AGENCIES

When a complaint as defined in this policy is received or obtained from other governmental agencies, these should be processed in accordance with this policy.

36.11 PROCEDURES FOR OUTSIDE COMPLAINTS TO OFFICERS

If an officer on the street is approached by a citizen regarding a complaint as defined in this policy, the officer shall inform such person that his/her complaint should be directed to the Commanding Officer. The officer shall request the name, address, and contact information of the complainant and forward it to the Commanding Officer.

36.12 ANONYMOUS COMPLAINTS

Anonymous complaints should not be rejected. The Commanding Officer taking the complaint shall incorporate a summary in their Daily Report. No department member will be disciplined solely on the basis of an anonymous complaint. Care must be taken to ensure that department members are not subjected to unjust, frivolous or capricious complaints.

36.13 IMMEDIATE ACTION

36.13.1 Immediate Resolution

- a. In some cases, the resolution of a complaint may be accomplished by the Commanding Officer if the incident is clearly not of a serious nature, or arises from a misunderstanding or lack of knowledge of the law, or a limitation of a police officer's authority. (52.2.1)
- b. Under no circumstances, however, will a justifiable complaint be refused, delayed, or otherwise rejected in this manner.
- c. The Commanding Officer addressing the complaint shall make an entry in the Daily Report summarizing the nature of the complaint and the resolution obtained. When applicable, a separate Administrative Report should be completed for lengthy reports.

36.13.2 Notification of Chief and Deputy Chiefs

If the substance of the complaint against the Department or its members, if proven, would be of a grave nature or is an accusation of a serious crime, the Chief and Deputy Chiefs shall be notified forthwith. (52.2.2)

36.13.3 Relief of Employee from Duty (52.2.7)

- a. A Commanding Officer, pending notification of the Chief and/or a Deputy Chief, may place an employee on immediate paid administrative leave for the remainder of his/her shift. Such action may be taken when the complaint is of a serious nature and, in the opinion of the Commanding Officer, may be credible, or when the Commanding Officer believes that such action is in the best interests of the Department, such as:
 - i. Insubordination
 - ii. Fitness for Duty
- b. The employee shall only be relieved from duty otherwise at the direction of the Chief of Police, in accordance with statutory and collective bargaining provisions.

30.14 REPORT REVIEW

36.14.1 Reports of citizen complaints and any investigative or follow-up actions taken by Commanding Officers shall be forwarded and reviewed by the Chief, Deputy Chiefs and the Captain within the designated chain of command.

36.14.2 For complaints needing additional follow-up, the Chief or his designee shall determine the appropriate course of action to be taken. Options include, but are not limited to,

- a. Referral back to the Commanding Officer or the Officer-in-Charge of a Special Unit for additional follow-up.
- b. Referral to the Professional Standards/Internal Affairs Division.

36.15 INTERNAL AFFAIRS INVESTIGATIONS

36.15.1 The Internal Affairs function is vital for the maintenance of professional conduct within the Department. The integrity and professionalism of the Department is in direct proportion to the integrity and personal discipline of each of its members. The public image of the Department is partially determined by the quality of the Internal Affairs function in responding to allegations of misconduct by the Department or its members. (52.2.1)

36.15.2 The Captain of the Professional Standards Division shall be responsible for the oversight of Internal Affairs investigations conducted by the Internal Affairs Lieutenant. The Captain shall report directly to the Chief of Police and Deputy Chiefs of Police on any sensitive matter which impacts on the direction and control of the department. The primary investigator(s) of Internal Affairs investigations should be properly trained in the Internal Investigative function. (52.1.3)

36.15.3 When a complaint is received, the affected employee and the Lynn Police Association shall be provided a written statement of the allegations against him/her, including a copy of the Citizen Complaint Report, unless the Chief determines that disclosure might jeopardize an investigation. (52.2.5)

NOTE: If the employee and the Lynn Police Association were not notified by order of the Chief, each must receive written notification prior to any interrogation, the employee being directed to submit a report regarding the complaint, or an administrative or criminal hearing. Such employee shall also be advised of his/her rights and responsibilities relative to the investigation. (52.2.5)

36.15.4 The Department shall afford an opportunity for a member of the force, if (s)he so requests, to consult with counsel before being questioned concerning a violation of the Rules and Regulations, provided the interrogation may not be postponed for purpose of counsel past 10 A.M. of the day following notification of interrogation. Counsel, if available, and a representative of a certified employee organization may be present during the interrogation of a member of the force to represent said member of the force.

36.15.5 Any Internal Affairs investigation must be commenced as soon as possible upon receipt of the complaint and must be completed without unnecessary delay.

- a. The Captain in charge of the Professional Standards Division shall be responsible for providing the Chief and Deputy Chiefs with status reports on the progress of investigations every seven (7) days. These reports shall contain all pertinent information relating to the progress of the investigation unless previously reported. (52.2.2)

36.15.6 An Internal Affairs investigation may inquire into a Department employee's on-duty or off-duty conduct if such inquiry is reasonably and directly related to the employee's performance of duty, if such conduct affects the employee's fitness or ability to continue in the police service, or reflects discredit on the department.

- 36.15.7 CRIMINAL PROCEEDINGS:** If it is determined, generally after a preliminary investigation, during which any assertion by an accused employee will be taken into consideration, that allegations against a department employee could result in a criminal prosecution, the accused employee must be granted all applicable constitutional and statutory rights. (52.2.5)
- a. Prior to being questioned regarding alleged personal involvement in criminal activity, a department employee shall be given the *Miranda* warnings, including the right to have an attorney present during any such questioning, prior to custodial interrogation.
 - b. After *Miranda* warnings have been given, any voluntary statement made thereafter could be admissible in a criminal proceeding, and it may otherwise be used for departmental disciplinary purposes.
 - c. A Department employee, who is being questioned about alleged personal involvement in criminal activity which could result in a criminal prosecution, cannot be discharged or otherwise penalized, solely for invoking the right to remain silent as guaranteed by the Fifth Amendment or for refusing to sign a waiver of immunity. (52.2.5)
 - d. The employee is entitled to refuse to answer questions and exercise his/her rights pursuant to the State and Federal Constitutions in accordance with Carney v. Springfield, 403 Mass 604 (1988)
 - e. Before a Department employee can be required to answer questions that may involve criminal allegations, he/she must be granted transactional immunity from the District Attorney, and the State Attorney General.
 - f. Provided the aforementioned procedures have been followed, an employee may be compelled to answer questions narrowly drawn and related to his/her on or off duty conduct, and may be disciplined (including discharge) for failure to answer truthfully.

- 36.15.8 DEPARTMENTAL DISCIPLINARY ACTION:** If it is determined as a result of a preliminary investigation that allegations made against a department employee could result in departmental disciplinary action, the accused employee is entitled to a fair and objective investigation and resolution of the charges made.
- a. All department employees, when requested by the Chief, Deputy Chiefs or designee, must respond fully and truthfully to all questions regarding their performance of official duties or their off-duty misconduct which affects their fitness or ability to remain in the police service, and any failure to answer completely and truthfully to such inquires may be punished by appropriate disciplinary action, including dismissal from the department. However, if the Officer is exercising his/her rights pursuant to Carney v. Springfield, he/she has the rights as described above. (52.2.5)
 - i. The official conducting the interrogation must, at the time of the interrogation, specify if the employee or his/her counsel or representative asks the precise repercussions (i.e., suspension, discharge, or the exact form of discipline) that will result if the officer fails to respond.

- b. When a department employee, after declining to do so voluntarily, is ordered to submit a report or to answer questions under a threat of the penalty of discipline, that employee must receive transactional immunity from criminal prosecution for any offenses to which the compelled testimony relates.

(52.2.5)

- i. The Supreme Judicial Court has held that Article 12 of the Massachusetts Declaration of Rights requires “transactional” immunity to supplant the privilege against self-incrimination when a public employee is being compelled to answer questions concerning possible criminal activities connected with his employment. Transactional immunity grants “immunity from prosecution for offenses to which compelled testimony relates.”
- ii. If the questions specifically, directly, and narrowly relate to the employee’s performance of official duties or his/her off-duty conduct which affects his/her fitness or ability to remain in the police service, and if such employee is informed in writing that he/she will receive transactional immunity from criminal prosecution from the District Attorney and the State Attorney General, he/she must answer or face disciplinary action, from the department, for refusing to answer such questions.
- iii. The Chief shall secure a written grant of transactional immunity through the District Attorney’s Office and the State Attorney General’s Office. An employee may decline to answer questions in a criminal investigation until such documentation is received.

36.15.9 ASSOCIATION REPRESENTATION: If so requested by the employee, the Lynn Police Association shall be given the privilege of having an official of the Association at any formal disciplinary hearing.

36.15.10 ARTICLE 21, PROCEDURES FOR CONDUCTING INVESTIGATIONS, CONTAINED IN THE CONTRACT BETWEEN THE CITY OF LYNN AND THE LYNN POLICE ASSOCIATION:

- a. Article 21 provides the following provisions as noted:
 - i. The interrogation of a member of the force will be at a reasonable hour, preferably when the member of the force is on duty, unless the exigencies of the investigation dictate otherwise. When practicable, interrogations should be scheduled for the daytime and the reassignment of the member of the force to a day tour should be employed. No member shall suffer loss of pay for time spent under interrogation.
 - ii. The interrogation shall take place at a location designed by the investigative officer. Usually it will be at the station.
 - iii. The member of the force shall be informed of the rank, name and command of the officer in charge of the investigation, as well as the rank, name, and command of the interrogating officer and all persons present during the interrogation. If a member of the force is directed to leave his post and report for interrogation to another

- command, his command shall be promptly notified of his whereabouts.
- iv. The member of the force shall be informed of the nature of the investigation before any interrogation commences, including the name of the complainant. The address of the complainant and/or witnesses need not be disclosed; however, sufficient information to reasonably apprise the member of the allegations should be provided. If the complaint is a member of the public or a citizen of the City of Lynn, he/she shall be requested to complete a Citizen Complaint Form, a copy of which has been agreed to and is attached hereto and made apart hereof entitled Appendix B. If the Police Department determines that it is going to investigate the citizen's complaint, and require as a result of said investigation a statement from the Police Officer, then the Department will, prior to requiring such a statement, provide the Officer and the Association with a copy of said form. If, in the course of investigation, the Police Department determines that a recorded statement, stenographically or mechanically is going to be required of the complainant, then a copy of said recorded statement will be provided to the Officer.
 - v. The questioning should not be overly long. Reasonable respites shall be allowed. Time shall also be provided for personal necessities, meals, telephone calls, and rest periods as are reasonably necessary.
 - vi. The member of the force shall not be subjected to any offensive language, nor shall he/she be threatened with transfer, dismissal, or other disciplinary punishments. No promises of reward shall be made as an inducement to answer questions.
 - vii. The complete interrogation of the member of the force shall be recorded mechanically or by a department stenographer. There will be no "off the record" questions. Said interrogation may also be recorded mechanically or by civilian stenographer at the option of the police officer or the Association at their expense.
 - viii. If a member of the force is under arrest or is likely to be, that is, if he is a suspect or the target of a criminal investigation, he shall be given his rights pursuant to the Miranda decision.
 - ix. The Police Department shall afford an opportunity for the member, if he/she so requests, to consult with counsel before being questioned concerning a violation of the Department Rules and Regulations, provided the interrogation is not unduly delayed. However, in such cases, the interrogation may not be postponed for purpose of counsel past 10 A.M. of the day following the notification of interrogation. Counsel, if available, and a representative of a certified employee organization may be present during the interrogation of a member of the force to represent said member of the force.

- x. In any case, the refusal by a member of the force to answer pertinent questions may result in disciplinary action.
- xi. Nothing in this section shall be construed to violate Constitutional or civil rights of employees.

36.15.11 INVESTIGATIVE TECHNIQUES: In conducting investigations of alleged employee misconduct, all necessary investigative techniques and methods should be employed, consistent with legal requirements and required concern for the individual rights of the accused employee.

- a. An internal administrative investigation should be conducted with the same degree of professional competence as is devoted to a criminal investigation.
- b. Upon orders of the Chief of Police or his designee, an employee may be required to submit to a medical or laboratory examination at the department's expense. This examination must be specifically directed and narrowly related to a particular Internal Affairs investigation being conducted by the department. Such examinations should be conducted in accordance with the current Collective Bargaining Agreement. (52.2.6a)
- c. A police officer's personal property, including his/her home, car and other property, is protected from unreasonable search and seizure under the Massachusetts Constitution, and it is possible that any evidence illegally obtained may not be used as evidence in an administrative proceeding.
 - i. Department property furnished to the officer, such as desks, lockers, or vehicles, in which it is clearly understood in advance that an officer has "no expectation of privacy", may be searched without a warrant.
- d. A police officer may also be required to be photographed and can be compelled to stand in a lineup for identification in connection with an administrative investigation, and a refusal can be the basis for an additional disciplinary charge of refusal to obey a lawful order. Such a lineup should be fairly constructed and not be unfairly suggestive and should not be used for an administrative investigation where criminal charges are contemplated. (52.2.6 b, c)
- e. A police officer may be compelled to submit a financial disclosure statement as part of an internal affairs investigation provided such statement is material to the investigation being conducted. (52.2.6 d)
- f. Instruments for the detection of deception may be used in Internal Affairs Investigations. These instruments will only be operated by trained and certified personnel and consistent with applicable federal, state, and local laws as well as applicable case law and administrative decisions. (42.2.6, 52.2.6 e)

36.15.12 WITHDRAWN COMPLAINTS: If during the progress of an internal investigation, the complainant indicates a desire to withdraw the complaint, every effort should be made to ensure that this decision is made voluntarily, and a signed statement to this effect should be obtained from the complainant.

- a. Even though a complaint is withdrawn, a full report of the investigation to date should be prepared for the Chief and his/her approval obtained for the termination or continuation of the investigation.
- b. Any attempt, directly or indirectly, on the part of a department employee to obstruct any internal investigation or to threaten or persuade any complainant to withdraw or abandon his/her complaint, is prohibited and will be treated most severely.

36.16 REPORT OF INVESTIGATIONS

36.16.1 At the conclusion of an investigation, a full written report shall be prepared for submission to the Chief, which shall include the following (52.2.2) (52.2.8):

- a. A copy of the original complaint report;
- b. Copies of any additional statements taken from the complainant or statements obtained from witnesses;
- c. Copies of any statements made or reports submitted by the department employee under investigation;
- d. A summary of all evidence gathered;
- e. Any mitigating circumstances;
- f. An evaluation of the complaint and a definitive statement as to whether the charges made by the complainant were;
 - i. **Sustained:** The allegation has been investigated and the facts show that the allegation is true and the action taken was not consistent with Department policy and procedure.
 - ii. **Not Sustained:** [Inconclusive] the allegation has been investigated and there is insufficient proof to confirm or refute the allegation because of inadequate or insufficient evidence.
 - iii. **Unfounded:** The allegation has been investigated and either the allegation is demonstrably false or there is no credible evidence to support it.
 - iv. **Exonerated:** The allegation has been investigated and the facts indicate that the action taken were in compliance with law and in accordance with Departmental policy and procedure.
- g. The Professional Standards Division shall see that all records and reports of such investigations are maintained in a secure area in order to ensure confidentiality is maintained. (52.1.2)

36.16.2 Upon receipt of the report of investigation, the Chief should take further action as is necessary based upon findings in the particular case.

- a. Every person who has filed a complaint against an employee shall be notified promptly as to the final results of the investigation.
- b. If a disciplinary hearing is deemed necessary, the complainant shall be notified that his testimony will be required at that time.
 - i. The employee and his or her supervisor shall be notified promptly, in writing, as to the completion of the investigation. The employee

- shall be provided with a copy of the full investigation once any disciplinary action is initiated by the Department.
- ii. If the Department employee is cleared of the charges made, he or she shall be officially exonerated and the employee and his or her supervisor shall be notified in writing.

36.17 CONFIDENTIALITY OF INTERNAL AFFAIRS

36.17.1 In order to ensure that the individual rights of officers who are the subject of an Internal Affairs investigation are protected, all materials relevant to that investigation shall be kept strictly confidential and under lock and key by the Captain of Professional Standards. (52.1.2)

36.17.2 Professional Standards investigators should note in their reports any instances where witnesses refused or were reluctant to speak with them unless they were assured that their statements would be kept confidential, at least to the extent legally allowed. (52.1.2)

36.17.3 No statement regarding an Internal Affairs investigation will be made or issued to the public or media unless the charges have been sustained and action has been taken or initiated against the officer or employee.

36.18 LIAISON WITH DISTRICT ATTORNEY

Any Internal Affairs investigation which may, or does, result in criminal charges being brought against an officer shall require the District Attorney's or Attorney General's office to be appraised of the case for the purpose of advising on legal issues and ultimate prosecution, if necessary. Contact shall be made through the Chief of Police or his designee.

36.19 INVESTIGATIVE FILES

36.19.1 A complete file of records on the investigation of all citizen and internal complaints shall be kept in the office of the Captain of Professional Standards. These files shall contain supporting investigative information, as well as notes taken during the investigation. These files shall be treated as confidential investigative files. (52.1.2)

36.19.2 A copy of the completed investigation summary should be kept in a summary file in the office of the Chief of Police and will be the only source of public information about citizen complaints, other than the statistical log which may be prepared and published annually by the Chief of Police. (52.1.2)

36.20 CONCLUSION

A complaint against any member of the Lynn Police Department is to be considered a serious matter and of concern to every member of the department. All Superior Officers assigned to investigate such matters are directly responsible and accountable in the proper disposition of the procedures required. A proper and sound Internal Affairs policy helps maintain Department professionalism and citizen support.