



Internal Affairs and Complaints Summary

Calendar Year (CY) 2023 Annual Summary

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Summary Data Collection Period: CY2023 Annual Summary

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Distribution: Chief, Commander, DU Campus Community and CALEA

25.1.5 Summary of Investigations Available to Public

The agency compiles annual statistical summaries of complaints and internal affairs investigation, which are made available to the public and agency employees.

OVERVIEW

All received internal and external complaints were fully investigated by the Department of Campus Safety (DCS). In CY2023 Patrol Captain oversaw the Internal Affairs function and ensured all complaints against DCS personnel were investigated, either as an Internal Affairs investigation or at the supervisor line level.

There were three citizen complaints in CY2023. There was one internal employee complaint lodged against a DCS employee by another DCS employee.

STATISTICAL DATA

The Department of Campus Safety utilized an electronic software program, Guardian Tracking, for the purpose of recording the intake, review, assignment and processing of both internal employee complaints and external citizen complaints against members of the Department or the Department as a whole. This software ensures accurate reporting of these types of incidents and the response. Each case is reviewed by the Chief of Campus Safety with conclusions and recommendations of corrective or disciplinary action, if applicable. The Chief of Campus Safety determines the final outcome of the case.

The below tables contain statistical data for citizen complaints received and internal employee complaints initiated between CY2021 and CY2023.

	2021	2022	2023
Citizen Complaint (External)	0	2	3
Sustained	0	0	1
Not Sustained	0	0	0
Unfounded			

	2021	2022	2023
Internal Employee Complaints	11	1	2
Sustained	10	0	1
Not Sustained	0	0	4
Unfounded	1	0	0
Exonerated	1	1	0
Other	2	0	0

Complaints may have more than one employee involved. The chart reflects the total number of findings of fact for each employee for the complaints received and assigned for investigation or an inquiry.

CATEGORY	2021	2022	2023
Harassment Allegations	0	1	0
Discrimination Allegations	0	0	0
Bias Based Profiling	0	1	0

Equal Opportunity and Title IX. These cases are handled by this Department, and the specific content of the investigations are considered confidential.

Internal Employee Complaints

# of Internal Complaints	Incident Number	Allegation	Finding	Action
1	IeR-2023-01	General Conduct	Not sustained	N/A
2	IeR-2023-02	Misconduct	Sustained	Written Warning

The two internal employee complaints were assigned to line supervisors for investigation. One was not sustained, and the second resulted in a written warning. There was also one internal affairs investigation initiated by Internal Affairs resulting in the termination of an employee.

FINAL DISCIPLINARY OR CORRECTIVE ACTIONS

The below table provides the type of personnel actions taken throughout CY2023. Not all actions taken required an internal affairs investigation.

Personnel Actions	2021	2022	2023

POLICY REVIEW & CONCLUSION

The majority of the verbal coaching incidents were performance based or minor policy violations. There was one termination after an internal affairs investigation concluded an employee had been dishonest about certain actions taken.

The Internal Affairs policy was reviewed and determined to still be appropriate without any necessary revisions at this time.

This process has reviewed all complaints and internal affairs investigations. The process continues to work as intended.