

**PRINCE WILLIAM COUNTY POLICE DEPARTMENT
MANUAL OF GENERAL ORDERS**

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**OFFICE OF PROFESSIONAL STANDARDS: COMPLAINT
INVESTIGATIONS**

- A. Upon receipt of a complaint, the Office of Professional Standards will proceed with one of the following:
1. Refer it to the appropriate District or Division Commander for investigation.
 2. Provide assistance to the investigating authority.
 3. Initiate an independent investigation when the complaint is of a serious nature.
 4. Acceptance or refusal of an Office of Professional Standards Investigation will be left to the discretion of the Professional Standards Commander. This decision will be based on the seriousness of the case and the priority of other cases being handled by the section. In those cases rejected by the Professional Standards Commander, if the Division or District Commander still feels that a Professional Standards investigation is appropriate, the matter will be decided by the Chief of Police.
- B. The Office of Professional Standards will maintain a digital system to track and store all investigations. This system will be maintained separate from the member's personnel file.
1. Each incident will include:
 - a. A file number
 - b. Date and nature of complaint
 - c. Name of complainant and accused
 - d. Investigative Report
 - e. Supporting Documents and Records to the Investigation
 - f. Final disposition by the Chief of Police.
 2. Access to the information stored within the Office of Professional Standards Incident tracking system is prohibited to all personnel except:
 - a. Chief of Police
 - b. Deputy Chief of Police
 - c. Assistant Chiefs of Police or Division Commanders
 - d. Office of Professional Standards staff
 - e. County Attorney
 - f. County Executive
 - g. As provided by law

3. Only members of the Office of Professional Standards and support staff will be given a login to the incident tracking system.
 4. The Office of Professional Standards will maintain the original file for all complaints against members of this Department, to include citizen complaints, internal complaints, and use of force files for the most recent five (5) years, in the Professional Standards office in a secure manner so as to protect the confidentiality of all such records. Older records will be stored off-site in a manner that satisfies the Virginia Library of Congress Records Retention Schedule.
- C. A documented administrative review of all complaints against members will be forwarded to the Chief of Police annually.