



Complaint Procedure – LCC Public Safety

Individuals who have a complaint about an officer's conduct may file the complaint in the following manner.

1. Persons may come into the Public Safety office or request by telephone or email a copy of the incident (Victim/Witness) statement form. This form serves as the primary reporting mechanism for official complaints about department members.
2. If the Chief Public Safety Officer is the subject of the complaint, all available data will be collected by the Watch Commander and sent to the Vice-President of College Services. The Vice-President will consider and investigate all official complaints about the Chief Public Safety Officer. (541-463-5310 to contact the VP).
3. The Chief Public Safety Officer or his designate will review the statement and take the following investigative steps.
 - a. If video, audio, or audio—video recordings related to the incident or complaint are available, these recordings will be reviewed. Officers record most enforcement contacts using in-car cameras and/or body cameras. All radio and telephone communications are recorded, and there are a large number of cameras on most of LCC's campuses.
 - b. If the officer has prepared an official report on the incident, it will be reviewed. If not, officer(s) will be directed to prepare an official statement/report on the incident/interaction.
 - c. The Chief Public Safety Officer or his designate will review all officer reports.
 - d. The Chief Public Safety Officer or his designate will interview the officer to resolve information gaps and to investigate specific allegations not covered by official record documents and recordings.
 - e. Typically, although not always, the Chief Public Safety Officer or his designate will meet with the complainant to clarify any aspect of the complaint that remains unclear or in dispute.
 - f. After a determination about the allegation has been made, the Chief Public Safety Officer or his designate will send a written determination to the complainant, as follows:
 - i. The allegation is substantiated based on a preponderance of the evidence and appropriate action will be taken towards the employee.

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- ii. The allegation is not substantiated and no action will be taken. Reasons that support the decision are supplied to the complainant.
- iii. No determination can be made based on the evidence provided. Details describing the reasons for this determination are supplied.

In all cases either the employee or the complainant can appeal the findings of the Chief Public Safety officer to the responsible authority. The employee, if subjected to progressive discipline, may participate in a Union or established Human Resources process to appeal.

The complainant may appeal to the Vice-President of College Services.

- 4. Any individual who wishes to file a complaint through an alternative process may utilize the College's Maxient database reporting mechanism. Public Safety personnel will inform individuals that this option is available, should a complainant not wish to file a complaint using the established Public Safety process.