

## COMPLIMENT OR COMPLAINT PROCEDURE

Any compliment or complaint can be reported by calling:

### **Anytime:**

- Police Dispatch at 913-895-6300 – request to speak with a Police Supervisor.
- Fax # 913-890-1710

E-Mail:

<mailto:PDProfessionalStandards@opkansas.org>

### **Monday thru Friday, 8 a.m. – 5 p.m.**

- Internal Affairs Unit: 913-327-6735
- Internal Affairs Unit: 913-327-6734
- Executive Police Officer: 913-327-6937

Per KSA 22-4611, **Racial Profiling Complaints** may also be filed with the Kansas Human Rights Commission.

Kansas Human Rights Commission  
900 SW Jackson, Suite 568-S  
Topeka, KS 66612-1258  
Phone: 785-296-3206  
Fax: 785-296-0589  
TTY: 785-296-0245  
E-mail: [khrc@ink.org](mailto:khrc@ink.org)  
Web site: <http://www.khrc.net/>

The Police Department submits an Annual Racial Profiling Report to the Kansas Attorney General's Office. The report is available at:

[http://www.ksag.org/Publications/2005/RACIAL\\_PROFILING\\_REPORTS.pdf](http://www.ksag.org/Publications/2005/RACIAL_PROFILING_REPORTS.pdf)

## COMPLAINT INVESTIGATION PROCESS

When the Police Supervisor or Internal Affairs Unit Detective receives a citizen's complaint, these steps will be completed:

1. Supervisors receiving complaints will take an initial statement from the Complainant and promptly forward it to the Internal Affairs Unit for follow-up.
2. The involved employee and any other Police Department witnesses will be required to respond to the Complainant's allegation.
3. The investigative results will be reviewed by the Office Of Professional Standards Commander and the involved Employee's Division Commander.
4. All complaints of biased policing or racial profiling will also be reviewed by an Independent Non-Biased Policing Citizen Advisory Board, which provides the Chief of Police with their determination regarding the complaint investigation.
5. The Chief of Police, or a designee, will reach a final decision regarding the complaint disposition.
6. The final disposition will be communicated in writing to the Complainant and the involved Employee.

## COMMUNICATING COMPLAINTS OR COMPLIMENTS

### **Overland Park Kansas Police Department**

*Our first and highest priority is the safety and welfare of the citizens of the Overland Park community and the men and women who protect them. We will maintain the highest ethical standards to ensure positive interactions and the continued trust and support from our community.*



**Office Of Professional Standards**  
Sanders Justice Center  
12400 Foster  
Overland Park, KS 66213  
913-327-6735 or 327-6734  
Fax # 913-890-1710

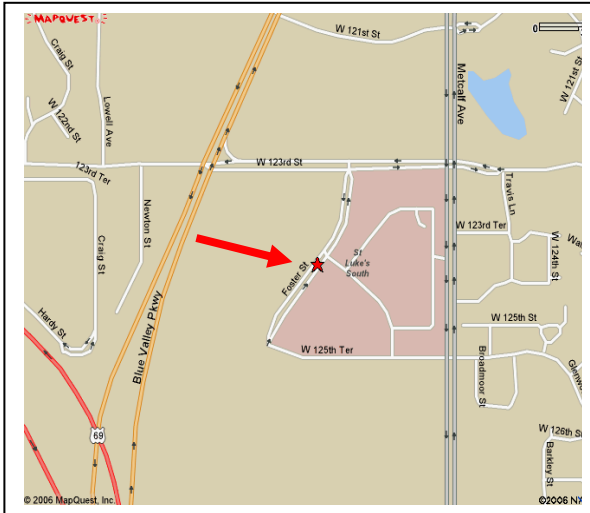
For more information, please

E-Mail us at:

[PDProfessionalStandards@opkansas.org](mailto:PDProfessionalStandards@opkansas.org)

**Office Of Professional  
Standards  
Monday through Friday  
8:00 a.m. – 5:00 p.m.**

***It is the policy of the Overland Park Police Department that the Internal Affairs Unit will accept and thoroughly investigate all complaints of alleged misconduct and/or bias or racial profiling. Additionally, the Internal Affairs Unit will ensure their follow-up investigations are fair, equitable, impartial and fact based.***



***Police Headquarters  
12400 Foster  
Overland Park, Kansas 66213  
www.opkansas.org***



**Overland Park  
Police  
Department**

**Message From  
The Chief**

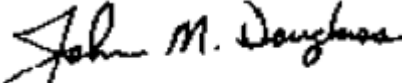
As Chief of Police, I remain ethically and morally committed to ensuring each and every person contacted by an Overland Park Police Department employee receives fair, lawful, and professional treatment. I have the utmost confidence in the integrity and professionalism of every Police employee. I truly believe they endeavor to do the right thing each and every day.

The Department will always accept any complaint, compliment, or public comment regarding an employee's professionalism or performance. Upon any allegation of police misconduct, a complete, thorough, and impartial investigation will always be conducted.

I believe there is no place in our organization for any biased policing or racial profiling practices. All Officers and employees receive annual training designed to improve cultural sensitivity and to promote behavior-based and ethical decision making. Overland Park Police employees fully understand and accept their responsibility to treat each and every person professionally and ensure everyone receives equal protection under the law.

I recognize the public's sensitivity to biased policing and racial profiling issues; therefore, City Resolution 3526 created an Independent Non-Biased Policing Citizen Advisory Board. The Board assists and advises me on issues such as policy development, education, community outreach, and communications. It also reviews and provides a determination on each and every complaint associated with police bias or racial profiling. I rely heavily on the Board's determinations when reaching my final decision in these matters.

Ensuring a fair and impartial decision on any complaint often requires a lengthy process, so I sincerely appreciate your patience and support during any complaint investigation and review process.

  
John M. Douglass  
Chief of Police