

Law Enforcement Oath Of Honor

*On my honor, I will never betray
my badge, my integrity, my character
or the public trust. I will always have
the courage to hold myself and others
accountable for our actions.
I will always uphold the Constitution
and the community I serve.*

Professional Standards Division

The Professional Standards Division is responsible for receiving, processing, assigning and supervising the investigation of any alleged misconduct or criminal conduct against any member of the Auburn Police Department. The Professional Standards Division ensures that all allegations are investigated thoroughly and objectively.

Questions or Recommendations

The Auburn Police Department is committed to providing exceptional police service to our community. Citizen cooperation and input is *essential* for the Department to succeed in this goal.

If you have any questions or recommendations on how the Auburn Police Department can improve your police service, please call the Office of the Chief of Police at 207-333-6650 or mail correspondence directly to the Chief of Police at:

60 Court Street, Auburn, Maine 04210.

Citizen Complaint Process

The mission of the Auburn Police Department is to build trust in the community and enhance the quality of life in Auburn.

A citizen complaint, and its subsequent investigation, causes police to examine the service that we provide to our community and to make necessary improvements in the way that we provide services.

Community policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or as complainants. When problems arise, our goal is to resolve the issue quickly and courteously.

If you have a complaint, you can fill out the complaint form and either mail it or drop it off at the Police Department.

Each complaint will be investigated and appropriate follow-up actions taken. You will be informed periodically of any updates or the results of the investigation initiated by your complaint.

Please call the police department at 207-333-6650 if you have any questions or need assistance filling out the form.

Thank you for taking your time to let us know how the Auburn Police Department can improve the service we provide to our community.

Jason D. Moen
Chief of Police

Auburn Police Department Complaint Brochure



Jason D. Moen
Chief of Police
Auburn Police Department

60 Court Street
Auburn, Maine 04210

(207) 333-6650
www.auburnmaine.gov
[www.facebook.com/
auburnpd](https://www.facebook.com/auburnpd)

How does the Police Department receive complaints?

Citizens can call the police department at 207-333 -6650, write a letter to the Professional Standards Division or the Chief's Office, stop by the Police Department and talk to an officer or supervisor, or fill out a Citizen Complaint Form (available at the Police Department) and mail it back to the Professional Standards Division.

What does Professional Standards do with the complaint?

The Professional Standards Division creates a case file and gives the complaint a case number.

Professional Standards determines how the case will be processed/investigated in one of four ways:

- Investigates the complaint thoroughly.
- Refers it for criminal investigation. Criminal conduct complaints are given to the Criminal Investigations Division for investigation like any other criminal allegation.
- Declines to look into the matter further. If, in the initial stages of the investigation, it is determined that the allegation is obviously false, involves another agency, or is without merit, the case will not be investigated further. The complainant will receive a notification letter.
- Assigns it back to the division involved. The division supervisor will investigate and contact the complainant to report the results.

How are cases reviewed for completeness?

After a case has been investigated and reviewed, it is given one of four classifications. The classification given is known as the *finding*.

Sustained:

The officer who is the subject of the complaint was found to be in violation of department policy or procedure.

Cleared Exceptionally:

The Department is unable to investigate the matter due to:

1. the failure of the complainant to cooperate with the investigation;
2. the unavailability of the complainant (death, relocation, etc);
3. the departure of subject officer;
4. other circumstances that prevent the department from investigating a complaint;
5. Policy Failure—a flaw in policy was responsible for the incident.

Exonerated:

The actions of the officer who is the subject of the complaint were within the guidelines of department policy and procedures. The incident occurred, but was lawful and proper, or was justified under the existing conditions.

Unfounded:

The complaint is false. Based on the facts of the investigation, there is no basis to the allegation.

When does the Police Chief review cases?

The Chief of Police reviews **all** Internal Affairs investigation reports to assure the results are complete and fair.

The Chief also determines what appropriate action should be taken based upon the results of the investigation. If a complaint is sustained, he decides what disciplinary actions are required.

When the complaint file is closed, the reports are kept in the office of the Chief and kept confidential within the limits of the Maine Freedom of Access Laws and applicable laws.

How are the people involved notified?

The complainant is notified by letter of the results and findings of the investigation. The officer involved and the officer's supervisor receive a copy of the letter sent to the complainant that describes the results and findings of the investigation. The employee involved can also appeal the disciplinary action.

This brochure is a summary of police department policies and general orders; it is not a complete account of the investigation, discipline, and appeal process. For clarity, the term "officer" was used. Complaints can be filed and processed on actions by any employee of the police department, including animal control.
