

**INFORMATION REGARDING YOUR COMPLAINT**

Supervisor taking your complaint:

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Date Reported:

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Supervisor investigating your complaint:

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Employee(s) involved, if known:

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Comments:

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**Maricopa County Attorney's Office**  
Investigations Division  
301 West Jefferson Street, 8th Floor  
Phoenix, Arizona 85003  
(602) 506-3844

[www.maricopacountyattorney.org](http://www.maricopacountyattorney.org)

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# INVESTIGATIONS DIVISION



## A GUIDE TO THE CITIZEN COMPLAINT PROCESS



**BILL MONTGOMERY**  
Maricopa County Attorney

## **INVESTIGATIONS DIVISION MISSION STATEMENT**

The mission of the Maricopa County Attorney's Office Investigations Division is to effectively support the Maricopa County Attorney in executing the duties and obligations of the office. Our success in completing this mission will be measured through the diligent pursuit and professional achievement of established Division goals.

## **INVESTIGATIONS DIVISION COMPLAINT POLICY**

It is the policy of this Division to investigate all complaints of alleged or suspected Detective misconduct observed or suspected by supervisors, office employees, or citizens to equitably determine whether the allegations are valid or invalid and to take the appropriate action.

## **WHO MAY COMPLAIN?**

Any person, regardless of age, sex or nationality who witnesses or has direct knowledge of misconduct involving a Maricopa County Attorney's Office Investigations Division Detective may file a complaint with the Maricopa County Attorney's Office Investigations Division. The person need not have been personally involved to do so.

## **OUR RESPONSIBILITY**

The Investigations Division of the Maricopa County Attorney's Office views all citizen complaints made against its Detectives very seriously and actively pursues allegations into misconduct. All such investigations are conducted in a fair and expeditious manner in accordance with State and Federal laws and regulations.

## **YOUR RESPONSIBILITY**

You must ensure that your complaint is based on fact. False reporting is an attempt to unjustly subject an Investigations Division Detective to undeserved discipline or slander or place his or her employment in jeopardy.

## **WHEN SHOULD YOU COMPLAIN?**

Contact the Investigations Division if you witness any behavior by a MCAO Investigations Division Detective which is contrary to Division policy, in violation of State or Federal law, involves the excessive use of force, or involves discourteous or abusive behavior or abusive treatment.

## **HOW DO YOU FILE A COMPLAINT?**

Generally, complaints are filed through the supervisor of the Detective involved. If you do not know the name of the employee involved, you may contact an Investigations Division supervisor in person or by telephone at (602) 506-3844. You may also file a complaint by mail and a supervisor will contact you.

## **WHO INVESTIGATES THE COMPLAINT?**

In most cases, the supervisor of the involved Detective conducts the investigation and reports the incident through the chain-of-command for disposition. Incidents involving allegations of serious misconduct or criminal behavior will be investigated by a Professional Standards Investigator or a supervisor designated by the Maricopa County Attorney.

## **WHAT IS THE COMPLAINT PROCEDURE?**

The investigating supervisor / Professional Standards Investigator interviews all witnesses and parties involved. The disposition falls into one of the following categories:

### **UNFOUNDED**

The reported misconduct did not occur or did not occur as alleged.

### **NOT SUSTAINED**

There is insufficient evidence to either prove or disprove the allegation and the inquiry into the allegation is inactivated pending development of further information.

### **SUSTAINED**

The allegation is supported by sufficient evidence to justify a reasonable conclusion that the alleged misconduct occurred.

### **EXONERATED**

The incident occurred, but the conduct was lawful and proper.

### **POLICY FAILURE**

A flaw in policy contributed to and / or caused the incident.

## **WHAT WILL I BE TOLD?**

You will be notified in writing of the final disposition of the investigation and whether disciplinary action was taken. County, State and Federal personnel laws govern an employee's privacy rights. If you disagree with the finding of the investigation, you may contact the Investigations Division at (602) 506-3844 and request to speak with a supervisor.