

Boulder Police Department Values

The Boulder Police Department is committed to providing quality, responsive service in its efforts to work in partnership with the community to improve the quality of life in Boulder. We value and promote:

Customer Service

We are dedicated to exceeding the expectations of our community and our co-workers by demonstrating consistent and professional service with a solution oriented approach.

Respect

We champion diversity and welcome individual perspectives, backgrounds and opinions. We are open minded and treat all individuals with respect and dignity.

Integrity

We are stewards of the public's trust and are committed to service that is transparent and consistent with city regulations and policies. We are honorable, follow through on our commitments and accept responsibility.

Collaboration

We are committed to organizational success and celebrate our shared dedication to public service. We believe community collaboration and the sum of our individual contributions leads to great results.

Innovation

We promote a forward-thinking environment that supports creativity, calculated risks and continuous improvement. We embrace change and learn from others in order to deliver leading edge service.

Boulder Police Department
1805 33rd Street
Boulder, CO 80301

Office of Professional Standards
303-441-3312

On-duty Supervisors
303-441-3300

Commendations and complaints can be submitted online at:
www.bouldercolorado.gov/police
PSU@bouldercolorado.gov

City of Boulder
Community Relations / Office of Human Rights
2160 Spruce Street
Boulder, CO 80302

303-441-1836
policecomplaints@bouldercolorado.gov

City of Boulder
City Manager's Office
1777 Broadway
Boulder, CO 80302

303-441-3090

Boulder Police Department

*Working with the community to provide
service & safety*



COMMENDATION

AND

COMPLAINT

PROCEDURES

To commend an employee...

There are several ways to commend or thank a department employee. You may call the Professional Standards Unit, at 303.441.3312, email PSU@bouldercolorado.gov or you may fill out an on-line form on the city's website at www.bouldercolorado.gov/police. You may also write to the Chief of Police directly at the address on the back of this brochure.

To ask a question or make a suggestion...

When you have questions about the police department or how it operates, or if you would like to offer a suggestion on how to improve police service, you may call the Professional Standards Unit at 303.441.3312 email PSU@bouldercolorado.gov or complete an on-line form on the city's web site at www.bouldercolorado.gov/police.

The complaint process...

The Boulder Police Department investigates allegations of misconduct against any of its employees. Complaints of misconduct are classified as either *minor* or *serious*. Allegations of minor misconduct may be investigated by the employee's supervisor, referred to as a *Supervisory Review*. In such cases, the supervisor makes disposition recommendations to the Deputy Chief of Police. Allegations of serious misconduct (such as excessive force, abuse of authority, or criminal violations) are investigated by the department's Professional Standards Unit. Investigations of serious misconduct are referred to as *Internal Affairs (IA) Investigations*.

Once an IA investigation is completed, each supervisor in the employee's chain of command reviews the case and makes a recommendation for disposition. The case is also reviewed by the Professional Standards Review Panel, which consists of both department and community members. The panel ensures that the investigative process was fair and provides a recommendation on the disposition of

all of the input received. The Chief of Police makes the final decision on the disposition of the complaint.

To file a complaint...

To file a complaint during business hours, you may call the Professional Standards Unit at 303.441.3312. During non-business hours, you may call 303.441.3333 and ask to speak to an on-duty supervisor. Should you wish to send us a written complaint, you may complete an on-line form on the city's web site at www.bouldercolorado.gov/police, email PSU@bouldercolorado.gov or mail a letter to the Professional Standards Unit. If your complaint does not rise to a level of misconduct, the supervisor or investigator will attempt to resolve your issues directly. Otherwise, your complaint will be documented and forwarded to the Professional Standards Unit for appropriate assignment. If assigned as an IA investigation, an investigator will contact you to schedule a formal interview. This interview will be audio recorded. Investigations are generally completed within 30 days or less. The previously described review process can take an additional 30 days, depending on the severity and circumstances of the case. After a final decision has been made, you will be notified of the finding.

While we encourage legitimate complaints, if you knowingly make a false report to law enforcement authorities of a crime or other incident, you can be charged with a Class Three Misdemeanor.

Filing a complaint against a police employee will not affect or lessen the consequences of any criminal case in which you may be involved.

Note...

If you are fearful or hesitant about filing a complaint, you may have a representative, friend, or other community member contact the police department on your behalf. However, in order for the police department to conduct the investigation, you must be willing to be interviewed by an investigator so the department can understand, firsthand, your description of events.

You may also file your complaint by contacting the City of Boulder Community Relations /Office of Human Rights or the City Manager's Office whose contact information is on the back of this brochure.

The issue of racial profiling in policing is one of national concern. It undermines the public trust, creates fear and violates fundamental principles of a just society.

The Boulder Police Department subscribes to a policy that states when officers make law enforcement decisions, they may not use race, ethnicity, gender, national origin, language, religion, sexual orientation, gender identity, age or disability to any degree, but may rely on the listed characteristics in a specific suspect description. Enforcement actions, stops, detentions and arrests are based on articulable, objective reasons, facts or observations.

A process is available to assist people who have questions about a police contact or who believe they may have been "profiled" by police. You may contact the Boulder Police Department's Professional Standards Unit directly at 303.441.3312.

Some people who are stopped or questioned by the police and who believe the stop was racially motivated, may not be comfortable contacting the police department themselves. Instead, you may contact the Office of Community Relations / Human Rights at 303.441.3141 or the City Manager's Office at 303-441-3090.

