

## Department Philosophy

The Reno Police Department is dedicated to providing the highest level of quality police service to all of Reno's citizens and visitors. Our police officers are carefully selected and given the best training possible in order to provide this service. Policing is a very difficult and complex job in today's society, and we realize that mistakes can be made and that actions of our personnel may fall short of expectations. The Reno Police Department is committed to conducting complete and impartial investigations when complaints are received concerning the actions and performance of all our personnel.

## Office of Internal Affairs

Internal affairs is an investigative unit assigned to the Professional Standards Division, and is responsible for investigating citizen complaints of alleged police misconduct, as well as allegations of violations of internal policy and procedures by department employees. The office is supervised by a lieutenant and is staffed by two detective sergeants and a secretary.

## Who Can Make a Complaint?

Complaints will be accepted from any person, regardless of race, religion, age or standing in a criminal case, and through any means, whether in person, by mail or by telephone.

A complaint may be anonymous but must allege definite improper action, give sufficient details to make an investigation feasible, and must be reviewed by the Chief of Police or designee for a determination as to the extent of the investigation.

In the case of a complaint from a juvenile, the complaint taker will make a preliminary review of the complaint and determine if an adult responsible for the juvenile should be notified. The presence of a responsible adult, if available, is encouraged.

## The Complaint Process

### 1. Filing the Complaint

A complaint may be filed with the Police Department in any of the following ways:

- Go to any police building and ask to speak with a supervisor.
- Call the Internal Affairs Office at 334-2106, Monday through Friday, 7 AM to 5 PM.
- Access the Department's WEB page at: [www.reno.gov](http://www.reno.gov) click on Government, Police, Division, Units and then Internal Affairs. Download the SPANISH-ENGLISH COMPLAINT OR COMMENT FORM (pdf) and email the completed form to [iaconcerns@reno.gov](mailto:iaconcerns@reno.gov).
- Write a letter to the Chief of Police at:  
Reno Police Department  
P. O. Box 1900  
Reno, NV. 89505

An individual filing a complaint may bring a family member, friend or lawyer when the complaint is filed. Filing an Internal Affairs complaint will not prevent the filing of a claim against the City or pursuing any other available remedy.

### 2. The Initial Interview

If the complaint is made to a supervisor, it will be discussed at that time. If the discussion with the supervisor resolves the issue, no formal complaint will be filed. However, if the complaint is not resolved at that stage, the supervisor will obtain the necessary information and forward a written report to the Internal Affairs Office to formalize the complaint.

If the complaint is by Internet, Internal Affairs will contact the complainant by phone to complete the process.

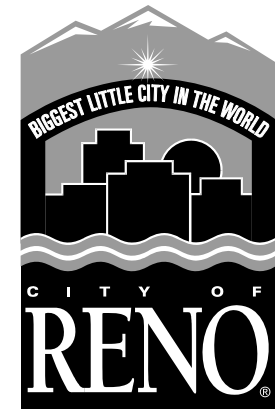
If the complaint is by mail, an interview will be scheduled and conducted by Internal Affairs personnel and will constitute the beginning of the investigation.

### 3. Investigation

The Office of Internal Affairs will conduct an investigation based on the information provided by the complainant and evidence gathered related to the subject of the complaint. After Internal Affairs has interviewed the complainant, involved department personnel and any available witnesses, there may be a request for a follow-up interview with the complainant to clarify any issues arising during the investigation. Complainants are encouraged to cooperate fully with the investigation so that Internal Affairs personnel can obtain all relevant information. All information obtained as the result of the interviews and any physical evidence that may exist relating to the event in question will be evaluated by the investigator, who will then make a determination as to whether any misconduct occurred.

### 4. Duration of the Investigation

The Reno Police Department strives to complete investigations within ninety (90) days of the date they are received. However, there may be circumstances that will extend the length of time necessary to complete a thorough investigation.



**Internal Affairs**  
**775.334.2106**

## Disposition of Complaints

### 1. Completion of the Investigation

The Commanding officer of the Office of Internal Affairs will discuss each complaint with the Chief of Police and his/her staff upon completion of the investigation. If the evidence supports the filing of departmental charges against the employee(s), the disciplinary process will commence in accordance with the Reno Police Department's policy and procedures. The Chief of Police is the final Departmental authority for discipline.

### 2. Notification of Disposition

The complainant will be notified of the findings/ disposition of the complaint. If dissatisfied with the finding, the complainant may make an appointment with the Office of Internal Affairs to discuss the case. It is important that complainants keep the Office of Internal Affairs notified of any change of address so appropriate notifications may be made.

#### Department Telephone Numbers

R.P.D. Internal Affairs - 334-2106

Main Station (Mon-Fri 8a-5p) 334-2175

Non-Emergency Dispatch-334-COPS(2677)

#### **Addresses**

Reno Police Department

Main Station

455 E Second Street

Reno, NV 89501

Reno Police Internal Affairs

1 E First Street, Suite 1111

Reno, NV 89501

If complainants are not satisfied with the disposition in the matter, they may contact the Office of the Chief of Police or the following agencies:

Washoe County District Attorney

1 S Sierra Street, Reno, NV 89501

Phone: 775-328-3200

Federal Bureau of Investigation (FBI)

980 Sandhill Road, Reno, NV 89521

Phone: 775-328-4000

## Reno Police Department



## OFFICE OF INTERNAL AFFAIRS

## COMPLAINT PROCEDURE