

## Following up with the complainant

The complainant will be advised of the supervisor's findings.

## How to Compliment an UTPD Employee or the Department

Our officers and employees strive to build a relationship of mutual trust and respect with the Community we serve. We are proud of officers and employees. Chief Washington and our staff are always glad to hear someone compliment an employee or the department.



It is simple thing to do and there are several ways to make the compliment.

1. Thank the employee personally verbally or by mail.
2. Ask to speak to the employees supervisor or any supervisor.
3. Email Chief Washington at [awashington@utk.edu](mailto:awashington@utk.edu)
4. Call Chief Washington's Office at 865.974.6631.
5. Email the department at [utpolice@utk.edu](mailto:utpolice@utk.edu)
6. Mail Chief Washington a letter.

The employee will be made aware of the compliment and a notation made in their personnel file.



Enforcement Through Cooperation

Univ. of Tennessee Police  
1101 Cumberland Avenue  
Knoxville, TN 37996-1940

Phone: 865.974.3114  
Fax: 865.974.4072  
E-mail: [utpolice@utk.edu](mailto:utpolice@utk.edu)



## How to Make a Complaint or Compliment an UTPD Employee

Tel. 865.974.3114

## Protecting Your Rights is Our Business

### A citizen complaint guide

The University of Tennessee Police Department takes its responsibility and commitment to our community very seriously. This is evident by the fact that the department thoroughly investigates every complaint it receives against police personnel. All investigations are conducted in a fair and expeditious manner in accordance with local, state and federal laws and regulations.

### Who can make a complaint?

Any person who witnesses or has direct knowledge of police misconduct may file a complaint. It doesn't matter whether the person making the complaint was directly involved in the incident. A complaint can be made anonymously.

### When to make a complaint?

Call the police department if you witness or learn of police misconduct. This misconduct may relate to excessive use of force, unethical conduct, discourteous or abusive actions, or a violation of a city, state or federal law.

### Complainant responsibilities

The University of Tennessee Police Department views all allegations of impropriety against its police personnel seriously and actively conducts an investigation on employee misconduct. For this reason, the complainant must ensure that their complaint is based on fact.

False reporting in an attempt to unjustly discipline or defame police personnel or to place their employment in jeopardy can result in criminal charges or civil suit by the employee involved.

### How can a complaint be filed?

Complaints can be filed in several ways:

1. Contact the supervisor of the police employee involved. The telephone number for making a complaint is (865) 974-3114.
2. In person at The University of Tennessee Police Department; or by picking up a copy of a complaint form, filling it out, and mailing it to The University of Tennessee Police Department.
3. By e-mailing the Internal Affairs Unit at [utpolice@utk.edu](mailto:utpolice@utk.edu)

### Complaint procedure

1. In most cases the supervisor of the accused employee conducts the investigation. When the allegations are of a very serious nature, the investigation may be conducted by the department's Internal Affairs Unit. This usually involves incidents that could result in demotion, termination, or criminal charges.
2. The employee's supervisor or the department's Internal Affairs Investigator reviews the facts and circumstances of the incident by interviewing witnesses and collecting evidence. When completed, the supervisor reports the incident and submits the findings through the chain of command to determine the final outcome.

### Investigation completion

The final outcome of the investigation will fall into one of the following categories:

1. **Exonerated** - The allegation occurred; however the employee's conduct was proper or within department policy.
2. **Unfounded** - The allegation was found to be false. (This may apply to one or all of the allegations against the employee.)
3. **Not Sustained** - There is insufficient evidence to prove or disprove the allegation.
4. **Sustained** - The allegation is supported by sufficient evidence to justify a reasonable conclusion of guilt. rights. As a result, disciplinary action is not subject to disclosure without a court order