

UNIVERSITY OF RHODE ISLAND
POLICE DEPARTMENT
85 Briar Lane, Kingston, RI 02881

Complaint Procedure

Michael A. Jagoda
Director of Public Safety & Chief of Police

We are committed to providing a safe environment at our university through professionalism, dedication, and active partnerships with the community with concern for individual dignity.

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This information has been prepared to acquaint you with the operation of the University of Rhode Island (URI) Police Department complaint procedure to be used for complaints against URI Police Officers.

Here are some of the most common questions and concerns expressed by the public about the complaint process.

HOW DO I MAKE A COMPLAINT?

Complaints will be accepted from any source and may be made anonymously, in person, by telephone, mail, email, fax, on a downloadable form that can be printed or emailed, or on the Google form on our website. All pertinent contact information can be found at the end of this document. The Department accepts all complaints made against police officers. Complaint forms will be available on the URI Police website at <https://web.uri.edu/police/complaints/>. There are also several locations where these forms can be obtained and returned upon completion. These include:

Kingston Campus (Kingston, RI 02881)

- URI Police Department, 85 Briar Lane
- Office of the Director of Public Safety & Chief of Police, 44 Lower College Rd., Room 110
- Office of the Director of Talent Development, Taft Hall
- Office of the Dean of Students, Memorial Union, Room 302
- Office of the Associate Vice President of Community, Diversity & Equity, Room 305 Green Hall
- Office of the Provost, Green Hall, Kingston
- Office of the Director of Athletics, Keaney Gym, 85 Keaney Road
- Office of Human Resource Administration, 80 Lower College Road

Narragansett Bay Campus (Narragansett, RI 02882)

- GSO Security, South Ferry Road
- Office of Director of Facilities & Operations, OSEC Building, Room 016B
- Office of the Dean, GSO, OSEC Building Room 112B

Completed forms can be mailed to the Director of Public Safety & Chief of Police or faxed to 401.874.7147. These forms can also be emailed to majagoda@uri.edu. Complainants may choose to deliver the complaint in person to the Office of the Director of Public Safety & Chief of Police or to any supervisor within the Police Department.

If the complaint involves the Director of Public Safety & Chief of Police, the complaint should be made directly to The Office of the Vice President of Administration and Finance, Carlotti Administration Bldg., Rm. 108, 75 Lower College Rd., Kingston, RI 02881.

As part of the investigation, you may be asked to meet with an investigator. An appointment can be made for a meeting at any of the aforementioned locations or at any mutually agreed upon location. You are free to bring someone with you. You will be treated courteously and need not fear any type of intimidation or other improper behavior. When making a complaint, simply relate the facts as you know them; you will be asked specific questions regarding factual information. Your complaint can be made completely anonymously.

WHAT HAPPENS TO ANONYMOUS COMPLAINTS

Anonymous complaints will be investigated the same as any other complaint but can be more difficult to investigate depending on the information made available by the complainant.

WHAT HAPPENS WHEN I MAKE A COMPLAINT?

If the complaint involves potential criminal activity, the Director of Public Safety & Chief of Police may ask for assistance from the Rhode Island State Police or some other law enforcement agency, depending on jurisdiction. All criminal matters will be forwarded to the Office of the Rhode Island Attorney General or the United States Attorney General's Office.

Complaints that involve minor infractions of the URI Police Department rules, regulations, policies, or procedures may be investigated by the employee's immediate supervisor. Investigators then forward the findings to the Director of Public Safety & Chief of Police.

WHAT ARE THE POTENTIAL OUTCOMES FOR THESE COMPLAINTS?

Conclusions will generally fall into the following categories:

- Unfounded - When the facts show the allegation(s) are false or not factual;
- Exonerated - When the facts show the incident occurred, but the employee's action(s)/conduct were justified, lawful, and proper;
- Not Sustained - When the facts presented are insufficient to clearly prove or disprove the allegation(s);
- Sustained - When a fair preponderance of the evidence supports the allegation/complaint;
- Other Sustained - When misconduct other than that which was originally alleged or complained of was discovered and sufficiently supported by evidence;
- Policy Failure - When an allegation/complaint has merit, but the employee acted within a policy or training. A flaw in policy or training caused or contributed to the rise of the complaint.

IS ACTION TAKEN IN RESPONSE TO ALL COMPLAINTS?

Yes. All complaints are initially documented on a *Police Department Complaint Form* and thoroughly examined and investigated consistent with departmental policy, collective bargaining agreements, and the Office of Human Resource Administration. The police investigator or supervisor will contact you within forty-eight hours of receiving the complaint and will keep you informed of the progress. We will do our best to complete investigations within sixty days.

WHAT HAPPENS AFTER AN INVESTIGATION IS COMPLETED?

After your complaint has been investigated, you will be notified of the results by the Director of Public Safety & Chief of Police or his designee. If a complaint is sustained, the Director of Public Safety & Chief of Police will make a final recommendation to Human Resources for the sanction to be imposed upon the employee. Sanctions may include retraining, reprimand, suspension without pay, transfer, reassignment, demotion, and/or dismissal. All decisions involving disciplinary action will be made in conjunction with the Office of Human Resource Administration.

If you are dissatisfied with the results of the investigation or the specific finding, you may appeal the decision to the Office of the Vice President of Administration and Finance, Carlotti Administration Bldg., Rm. 108, 75 Lower College Rd., Kingston, RI 02881. You should also know that making a complaint in no way limits your ability or right to pursue any other complaint forums if you feel that you have been wronged. Other avenues on campus include Human Resource Administration and the Office of Affirmative Action.

WHAT ABOUT COMPLAINTS SUCH AS DISCOURTESY OR POOR SERVICE?

These complaints are generally investigated by the employee's immediate supervisor and then forwarded to the University Police Deputy Chief for recording, review, and filing. The Deputy Chief will make a recommendation to the Director of Public Safety & Chief of Police if disciplinary action is warranted.

WHAT RIGHTS DO POLICE OFFICERS AND OTHER EMPLOYEES HAVE WHEN A COMPLAINT IS MADE AGAINST THEM?

All police employees are protected under their respective labor agreements and any applicable state and Federal statutes. They may also have a right to counsel or union representation during the investigation.

WILL THE DEPARTMENT REALLY BE IMPARTIAL WHEN THEY INVESTIGATE ITS OWN OFFICERS OR EMPLOYEES?

Yes. The question goes right to the heart of what professional policing is all about. We strive to ensure quality performance from all our officers and employees who represent our department and the University of Rhode Island. We want the public to know we do not tolerate misconduct. Even perceived tolerance of employee misconduct will lead to a breakdown of the public trust, which would adversely affect the ability of the Department of Public Safety and the Police Department to function properly.

***WHERE CAN I FIND INFORMATION REGARDING
THE NUMBER OF COMPLAINTS FILED AGAINST THE URI POLICE?***

The total number of complaints, a breakdown by category of the type of complaint, and a breakdown of the disposition of complaints are posted every year on the Department of Public Safety website listed below.

CONTACT INFORMATION

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Phone 401.874.2109
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