

Internal Affairs Summary 2019
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The Mission Statement for the City of Thomasville is: We will create and deliver excellent service to our community and to our team members through a culture of safety, courtesy, professionalism and efficiency. To insure that all employees maintain this culture, the Thomasville Police Department treats all complaints against our employees seriously. All complaints regardless of severity are investigated at either a supervisor level or through internal affairs. All formal complaints are thoroughly investigated. To file a complaint, a person can contact a supervisor of the Thomasville Police Department and fill out a complaint form. The complaint form contains the name of the complainant, the name of the employee against whom the complaint is made and a brief written summary of the complaint. Anyone wishing to make a complaint against an officer or employee of the police department is encouraged to make the complaint in person; however the department will take complaints over the phone, through the internet or by other means. Each formal complaint is entered into the agencies complaint tracking program and assigned a tracking number. All Internal Affairs cases are assigned a tracking number and maintained in the office of Professional Standards.

Internal affairs investigations may also be initiated at the request of the Chief of Police. Such investigations typically involve violations of department policy or situations involving one or more supervisors. Request for consideration of a disciplinary action may also be assigned for investigation through the internal affairs function. There were 4 internal affairs investigations involving one officer in each case in 2019. The first case involved an officer alleged to have used excessive force and inappropriate conduct during an incident. It was determined through investigation that the excessive force was unfounded and the inappropriate conduct was sustained. The second case involved an officer alleged to have failed to appear in court after receiving subpoena for one of her cases. It was determined through the investigation that the officer was not served the subpoena and was not aware of the court date therefore she was exonerated. The third case involved an accusation of bribery. It was determined through investigation that there was no merit to the allegation and it was determined to be unfounded. The last case involved an officer accused of animal cruelty. The investigation confirmed the allegations had validity and the cruelty was confirmed.

Nature of complaint	Outcome
Excessive Force/ Inappropriate conduct	Unfounded/ Sustained
Failure to report to court subpoena	Exonerated
Bribery	Unfounded
Animal Cruelty	Sustained

In addition to the complaints that went to internal affairs, there were twenty citizen complaints that were minor in nature and handled at a supervisory level. While some complaint titles do not sound minor such as “Excessive Force” or “False Arrest”, if an initial review clearly indicates nothing to substantiate the allegation then it would be assigned for investigation at a supervisor level rather than internal affairs to determine if the complaint has merit to substantiate any other infractions. Of the twenty cases, nineteen involved one officer, and one involved two officers. Of those complaints, fifteen were unfounded, two were sustained, one was not sustained, and two were exonerated.

Type of Complaint	Findings
(7) Rude	(5) Unfounded (1) Exonerated

	(1) Sustained
(3) Harassment	(2) Unfounded (1) Sustained
(7) Inappropriate Handling of Incident	(5) Unfounded (1) Exonerated (1) Not Sustained
(1) Excessive Force	(1) Unfounded
(1) False Arrest/Illegal Search	(1) Unfounded
(1) Unprofessional	(1) Unfounded

In addition to the investigation of complaints as they are made, the department also conducts analysis of all use of force incidents and internal affairs cases as part of our Employee Warning System. The purpose of this analysis is to identify specific areas of operations or specific employees which exhibit potential patterns of concern. Once identified, areas of concern can be addressed through training or disciplinary intervention. Through a review of the early warning system for 2019, no employees were found to be potentially problematic.

Citizens may also make a formal commendation for the positive actions of police officers and civilian employees. Commendations can be made by sending a letter summarizing the actions of the police officer or civilian employee to the Chief of Police, or by completing the documentation via the City of Thomasville Police Department website.