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 for follow up, and cases submitted and assigned to internal affairs will also be assigned a tracking number.

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 2 internal affairs investigations involving one officer in each case in 2017. The first case involved an officer assigned to the drug squad, and involved policy violations during a pursuit. It was determined through the investigation that there were policy violations during the incident. The second case involved a use of force with less lethal ammunition. Some cases such as this one require an investigation to ensure procedures were followed. The outcome of the investigation and fact finding clearly indicated actions were within policy and law.

In addition to the complaints that went to internal affairs, there were twenty five citizen complaints that were minor in nature and handled at a supervisory level. While some complaint titles do not sound minor such as “theft” or “racial profiling”, 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 five, twenty one involved one officer, three involved two officers, and one involved three officers. Of those complaints, nineteen were unfounded, four were sustained, and two exonerated.

<table>
<thead>
<tr>
<th>Nature of complaint</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pursuit Policy Violations</td>
<td>Sustained</td>
</tr>
<tr>
<td>Use of Force less lethal ammunition</td>
<td>Exonerated</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Complaint</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>(4) Rude</td>
<td>(3) Unfounded</td>
</tr>
<tr>
<td>(1) Sustained</td>
<td></td>
</tr>
<tr>
<td>(2) Failed to Document</td>
<td>(1) Unfounded</td>
</tr>
<tr>
<td>(1) Sustained</td>
<td></td>
</tr>
<tr>
<td>(1) Disrespectful/Unfair Treatment</td>
<td>(1) Sustained</td>
</tr>
<tr>
<td>(2) Unfair Treatment</td>
<td>(2) Unfounded</td>
</tr>
</tbody>
</table>
## Complaints

<table>
<thead>
<tr>
<th>Category</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>(2) Unlawful Information Sharing</td>
<td>(2) Unfounded</td>
</tr>
<tr>
<td>(3) Unprofessional</td>
<td>(3) Unfounded</td>
</tr>
<tr>
<td>(1) Unlawful Parking</td>
<td>(1) Sustained</td>
</tr>
<tr>
<td>(1) Failed Due Regard</td>
<td>(1) Unfounded</td>
</tr>
<tr>
<td>(1) Unlawful Detention</td>
<td>(1) Exonerated</td>
</tr>
<tr>
<td>(2) Racial Profiling</td>
<td>(2) Unfounded</td>
</tr>
<tr>
<td>(1) Dereliction of Duty</td>
<td>(1) Unfounded</td>
</tr>
<tr>
<td>(1) Improper Comments</td>
<td>(1) Unfounded</td>
</tr>
<tr>
<td>(4) Harassment</td>
<td>(3) Unfounded</td>
</tr>
<tr>
<td></td>
<td>(1) Exonerated</td>
</tr>
</tbody>
</table>

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. No employees were flagged by the Early Warning System as potentially problematic in 2017.

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.