

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 must 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 assigned a tracking number and logged for follow up.

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 6 internal affairs investigations involving ten officers in 2015. One case involved an additional four county employees that were equally involved in a case involving one city police officer. The investigation was conducted mutually between city and county internal affairs investigators and involved evidence that appeared to be missing. One case involved an officer not following proper protocol and policy relating to logging evidence into the temporary evidence room. The employee was written up for policy violation and retrained on proper protocol. One case involved assault and reckless driving by a supervisor while off duty, and resulted in the officer's termination. Another case involved one supervisor, three officers, and one investigator handling an ongoing domestic violence case where there was a judge's order for the suspect to stay away from the victim. Police were called to the scene due to the suspect being there removing items from the property. After speaking with both parties the on duty watch commander made the decision to contact the on-call investigator. The investigator failed to gain all facts in the case and ended up making the decision not to arrest. All involved in this case received verbal counseling relating to protective and other orders, and about obtaining and providing all facts before making decisions. The detective was ultimately responsible in this particular case.

Nature of complaint	Outcome
Policy Violations	1 Sustained
Assault & Reckless Driving	1 Sustained
Dereliction of Duty	1 Sustained 4 Not Sustained
Biased Based Policing & Policy Violations	1 Sustained
Excessive Force	1 Exonerated
Missing Evidence	1 Unfounded

There was another case where an officer was found to have been violating policy and policing based on biases. Although the officer involved thought he was acting appropriately based on training and knowledge prior to working with our agency, he was in fact acting outside of our training and policy. The officer was placed on suspension pending the investigation. He received written reprimand and received remedial training on biased based policing, search and seizure, and other relevant areas to ensure his understanding of what is expected as well as ensuring that he follows proper protocol. One case involved a K-9 officer

and the handling of his K-9. The complaint was excessive force by the K-9 due to the suspect being bitten more than once. Through investigation of the facts it was determined that the K-9 handler and the K-9 both acted as per training and protocol for the particular situation. Finally, there was the case of the alleged missing evidence which turned out to be incorrect documentation by county employees. This was due to poor procedures or lack thereof of handling of court evidence and it's documentation. The evidence was located and better procedures have been put in place to ensure this does not happen in the future.

In addition to the complaints that went to internal affairs, there were seventeen citizen complaints that were minor in nature and handled at a supervisory level. Of those complaints, three were sustained, three not sustained, ten that were unfounded, and one that was exonerated.

In addition to the investigation of complaints as they are made, the department also conducts quarterly analysis of all use of force incidents and internal affairs cases as part of our Employee Warning System. The purpose of this quarterly 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 2015.

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.