



## Suwanee Police Department

Chief Michael S. Jones

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To: Chief Mike Jones  
From: Lt. Dan Clark  
Date: 01/11/2010

Re: 2009 Complaint Analysis

During the year 2009 there were a total of sixteen Citizen Complaints against Suwanee Police Officers. There were a total of 19 officers listed in the complaints. Of the sixteen complaints all were investigated by line level supervisors and forwarded through the chain of command to the Chiefs Office to be reviewed at each level.

The sixteen complaints ranged in type and severity:

Rudeness	6	37.5%
Speeding	1	6.25%
Improper Accident Report	1	6.25%
Harassment	1	6.25%
False Swearing	1	6.25%
Failure to listen to both parties at an accident	1	6.25%
Failure to prosecute and provide information	1	6.25%
Unfair treatment at an accident	1	6.25%
Defaming comments	1	6.25%
Unprofessional Conduct	2	12.5%

Of the sixteen complaints, 68.75% (11) were unfounded, 18.75% (3) Not Sustained, 6.25% (1) Exonerated, and 6.25% (1) Sustained.

The sixteen complaints resulted in: 75% (11) with no personnel action taken, 6.25% (1) written reprimand, 6.25% (1) remedial training, and 12.5% (2). 66.67% of the personnel actions were the result of one complaint. The remaining 33.3% were verbal counsels in two different complaints not related to the complaint, but for failure to utilize audio and video equipment during the citizen encounter that resulted in the complaint.

The highest complaint made against Suwanee Officers was rudeness 37.5%. Of the 6 rudeness complaints 16.67% (1) of the rudeness complaints was sustained.