

2018 Q3

Community Concerns and Complaints Filed with University at Albany Police Department

For the third quarter of 2018 the University at Albany Police Department received 11 Community Concerns and Complaints.

Five (5) of those Community Concerns were categorized as **External Concerns** which involved issues not specific, or related to, the University Police. These concerns were forwarded to the appropriate offices for resolution.

One (1) of those Community Concerns was categorized as an **Internal Concern** which consist of questions or concerns related to policy and/or procedural issues and not complaints about an officer's behavior. These concerns are normally resolved through answering the questions posed by caller and explaining policy, guidelines, and applicable laws.

Three (3) Complaints were categorized as **Level 2 Misconduct** (lower level) complaints.

The remaining two (2) complaint was categorized as **Level 1 Misconduct** (higher level) complaints.

All Level 1 and Level 2 Misconduct Complaints result in investigations where there are 4 possible outcomes:

a. **Sustained**: where the investigation determines, by preponderance of the evidence, that the person's allegation is supported by sufficient evidence to determine that the incident occurred and the actions of the officer were improper;

b. **Not sustained**: where the investigation determines, by preponderance of the evidence, that there is insufficient fact(s) to decide whether the alleged misconduct occurred;

c. **Exonerated**: where the investigation determines, by preponderance of the evidence, that the alleged conduct did occur but did not violate any University at Albany Police Department policies, procedures, or training; or

d. **Unfounded**: where the investigation determines, by preponderance of the evidence, that there are no facts to support that the incident complained of actually occurred.

Date Received	Complaint #	Nature of Complaint	Complaint Classification	External Complaint (Name of Department)	Finding if misconduct
7/5/2018	18-013	email compliment - for finding caller's lost property	External Concern	Shared with multiple offices	Not applicable
7/16/2018	18-014	Caller claimed they were convicted of crime they didn't do	External Concern	Albany County DA's Office	Not applicable
7/19/2018	18-015	Driving complaint	Level 2 Misconduct		Not Sustained
8/3/2018	18-016	Speeding ticket was unwarranted	Level 2 Misconduct		Unfounded
8/3/2018	18-017	Compliment on how well officer's handled a person in crisis call	Internal Concern		Not applicable
8/25/2018	18-018	Caller reporting noise complaint; music from Video Glow Dance Party	External Concern	University Events	Not applicable
8/27/2018	18-019	General concern that students are noisy and disrespectful	External Concern	Community Standards	Not applicable
8/29/2018	18-020	Complaint that patrol vehicle was being operated in an unsafe manner	Level 2 Misconduct		Unfounded
9/22/2018	18-021	Complaint alleging officers exhibited unprofessional conduct	Level 1 Misconduct		Unfounded
9/27/2018	18-022	Caller alleging that their student rights were violated	External Concern	Community Standards	Not applicable
9/27/2018	18-023	Complaint alleging sexual assault by an officer	Level 1 Misconduct		Unfounded