

## 2020 Q2

### Community Concerns and Complaints Filed with University at Albany Police Department

For the second quarter of 2020, April 1<sup>st</sup> to June 30<sup>th</sup>, the University at Albany Police Department received 5 Community Concerns and Complaints.

Four (4) of those Community Concerns were categorized as **External Concerns** which involved issues that were not specific, or related to, the University Police. These concerns were forwarded to the appropriate office 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.

These complaints resulted 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.

**Community Concerns/Complaints**

<b>Date Received</b>	<b>Complaint #</b>	<b>Nature of Complaint</b>	<b>Complaint Classification</b>	<b>External Complaint (Name of Department)</b>	<b>Finding if misconduct</b>
5/12/2020	20-04	Concerns about issues with another SUNY PD Chief	External Concern	SUNY Central	N/A
05/15/2020	20-05	Concerns over number of responders (Fire/EMS/Police) on a medical call and general interactions with people in room.	Internal Concern		N/A
05/19/2020	20-06	Party concerned over being yelled at for not wearing a mask (not by a UPD member)	External Concern	Covid-19 Staff	N/A
6/03/2020	20-07	Concern about social media comments made by a possible student	External Concern	Media Marketing and Community Standards	N/A
6/04/2020	20-08	Another concern about social media posts made by a possible student	External Concern	Media Marketing and Community Standards	N/A