



# GCRTA Transit Police Department

## PUBLIC COMPLAINT FORM

The members of the Greater Cleveland RTA Police Department value the support and confidence of the public in our ability to provide police services. Our efforts depend on a working partnership with the community we serve. As a result, we take seriously any allegation of misconduct or illegal activity by our personnel. When problems of this nature arise, it is our goal to resolve them quickly and courteously pursuant to Department policy and Ohio law. A person interested in filing a personnel complaint may speak with the accused employee's immediate supervisor. A personnel complaint may be filed by completing the *Public Complaint Form*. Anonymous and third-party complaints will be accepted and investigated to the extent that sufficient information is provided.

Complaints will be reviewed by a Department supervisor of rank greater than the accused employee or employee of equivalent rank for command staff and classified in any of the following ways:

- **Informal**- The complainant is satisfied that appropriate action has been taken and wishes no further action. Inquiries about employee conduct or performance that, if true, do not qualify as a violation of law or Department Policy will be handled informally and not be considered a complaint. These instances include clarifications regarding policy, procedures, or the Department's response to specific incidents.
- **Formal**- A matter which requires further investigation or action. Such matters will be investigated by the immediate supervisor or referred to the Administrative Commander.
- **Incomplete**- A matter in which the complaining party refuses to cooperate or becomes unavailable after diligent follow-up investigation. Such matters need not be documented as personnel complaints, but may be further investigated depending on the seriousness of the complaint and the availability of information.

Any investigation that reveals criminal misconduct will immediately be referred to the Administrative Commander and the Department has the discretion to request assistance from an outside law enforcement or prosecutorial agency. Completed investigations will be classified as follows:

- **Unfounded**- The alleged acts did not occur, did not involve Department personnel, or are frivolous.
- **Exonerated**- The alleged act occurred, but was justified, lawful, and/or proper.
- **Non-sustained**- There is insufficient evidence to sustain the complaint or fully exonerate the employee.
- **Sustained**- There is sufficient evidence to establish that the act occurred and constituted misconduct.
- **Administratively Dismissed**-The complaint is not GCRTA related, does not involve a Transit Police employee, or is related to a service delay that is determined to be unavoidable.

The Chief of Police or his or her designee will notify the complainant of the findings of the investigation within thirty days of its completion. While the complainant will be advised of the findings, he or she will not be advised of any disciplinary action taken against the employee.

If you have additional questions about this process, please ask the Officer in Charge by calling Transit Police dispatch at (216)566-5163 or contact the Office of Professional Standards at (216)356-3838.

Completed forms can be emailed to [TP\\_OPS@GCRTA.ORG](mailto:TP_OPS@GCRTA.ORG) or arrangements can be made to deliver the form by calling one of the above numbers.



# GCRTA Transit Police Department Public Complaint Form

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## COMPLAINANT

Name \_\_\_\_\_ Birth Date \_\_\_\_\_

Street Address \_\_\_\_\_ Apt. \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Mobile Phone \_\_\_\_\_ Home Phone \_\_\_\_\_ Alt. Phone \_\_\_\_\_

Email Address \_\_\_\_\_ @ \_\_\_\_\_

## SUBJECT(S) OF COMPLAINT Name(s), Badge Number(s), or Description(s) of accused personnel

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

## WITNESSES (If necessary, give names/phone numbers of additional witnesses in incident detail below)

1. Name \_\_\_\_\_ Phone Number \_\_\_\_\_

2. Name \_\_\_\_\_ Phone Number \_\_\_\_\_

**INCIDENT:** Date \_\_\_\_\_ Time \_\_\_\_\_ Ticket and/or Report Number \_\_\_\_\_

Location \_\_\_\_\_

Please include details of the incident and the alleged misconduct, describe any sustained injuries, and other facts related to the incident. Do not include unsubstantiated information such as gossip or rumor. Attach additional pages as necessary, including other reports or documentation, photographs, medical records, etc.

I hereby request the Greater Cleveland Regional Transit Police Department investigate the conduct alleged in this complaint and take appropriate action as authorized by department policy and law.

I hereby state under penalty of Perjury (Revised Code 2921.11) that I am the complainant in this complaint, that I have prepared, read, and fully understand all matters set forth in this complaint, that this may result in an official investigation, and the information provided is true and complete to my knowledge.

I understand that filing a false report of misconduct against a Peace Officer is in violation of section 2921.15 of the Ohio Revised Code, a misdemeanor of the first degree.

\_\_\_\_\_  
Signature of Complainant Date

Complaint received by and signed in the presence of

\_\_\_\_\_  
Printed Name and Signature of Department Representative Accepting Complaint Date

**DEPARTMENTAL USE ONLY**

Received by \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Investigating Supervisor \_\_\_\_\_

Investigative Actions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Informal, no further action taken       Formal       Incomplete       Administratively Dismissed

Approved by \_\_\_\_\_ Date \_\_\_\_\_

An investigation into this complaint determined it to be

Unfounded       Exonerated       Non-sustained       Sustained

Approved by Chief of Police \_\_\_\_\_ Date \_\_\_\_\_

\*\*\* Complainant to receive a copy of this form at the conclusion of investigation \*\*\*