



Minneapolis Police Department Policy and Procedure Manual

Number:
2-100

Volume Two – Personnel Administration

Misconduct Prevention, Reporting and Investigation

2-104 MPD Complaint Reporting

(09/26/22) (01/30/23) (xx/xx/25)

Revisions to prior policies: (01/07/02) (01/15/08) (09/19/08) (11/08/13)

I. Purpose

This policy describes complaint policies and procedures specific to the MPD.

II. Policy

A. Minneapolis Police Misconduct Investigations Manual

1. The Minneapolis Police Misconduct Investigations Manual outlines procedures for receiving complaints made against a member or the Department, and for how complaints are processed. The Minneapolis Police Misconduct Investigations Manual is available to all MPD members on the MPD internal site.
2. Complaints shall be processed according to procedures outlined in the Minneapolis Police Misconduct Investigations Manual.

B. Chief may Determine Investigation

1. The Chief of Police may require that a complaint be investigated by Internal Affairs or other command staff that the Chief deems appropriate, except complaints about the Chief.
 - a. Internal complaints regarding the conduct of the Commander of Internal Affairs, a Deputy Chief, or Assistant Chief shall be referred initially to the MPD Chief.
 - i. Within 30 calendar days of complaint receipt, the Chief shall assess and review a complaint, assign potentially implicated policies, and determine whether the matter should be designated for dismissal or non-disciplinary corrective action, set for expedited disposition, or assigned for preliminary or administrative investigation.
 - ii. If designated for investigation, the MPD shall specially assign an investigator of appropriate rank, refer the matter for investigation by the City Attorney's Office, or retain an external investigator to avoid conflicts of interest. All relevant policies relating to investigations, timelines, and document preparation and retention, shall apply to the handling of these complaints, with access to

investigation documents limited as required to ensure confidentiality from the subject of the investigation.

2. Complaints about the Chief shall be referred to the Office of Community Safety (OCS).
 - a. Complaints regarding the conduct of the Chief of Police shall be closed by the investigative entity and referred to the OCS. All relevant policies relating to investigations, timelines, and document preparation and retention, shall apply to the handling of these complaints, with access to investigation documents limited as required to ensure confidentiality from the subject of the investigation.

C. Complaint Reporting

1. MPD members shall never attempt to dissuade any person from lodging a complaint.
2. MPD members shall not retaliate against any person for filing a complaint or participating in a complaint investigation (P&P 2-105).
3. Internal Affairs shall accept any and all complaints of misconduct against any member of the MPD, regardless of the manner in which the complaint is received (anonymous complaints, complaints via email, complaints reported by a third party, etc.). Internal Affairs shall refer complaints to the appropriate investigative agency (such as OPCR or Human Resources) as required by the Minneapolis Police Misconduct Investigations Manual.
4. Any person (internal or external) may make a complaint alleging member misconduct by letter, email, phone, or online or in person to any member in any area of the MPD (including Internal Affairs), OPCR, or Human Resources.
 - a. If asked, all members shall provide an external person with a Police Conduct Complaint Form without question.
 - i. The complaint forms are physically available at the precincts, at Internal Affairs and at the Office of Police Conduct Review (OPCR).
 - ii. The complaint form is also available online at:
<https://www.minneapolismn.gov/report-an-issue/police-officer-complaint/>
 - b. If it is not feasible to provide the form to the person, the MPD member shall provide the internet website address where the complaint form may be located online.
5. Members making an internal complaint about another member can use the internal complaint portal to file a complaint with Internal Affairs. Filing an internal complaint does not relieve an employee of their duties to report under P&P 2-101. Members must follow the procedures in P&P 2-101 regardless of whether they file a complaint.

6. At no time shall any member, including supervisors, handle a complaint about themselves. If someone wants to initiate a complaint about the member to whom they are speaking, the complainant shall be immediately referred to the member's supervisor.

D. Members as Criminal Suspects

1. If any MPD member is alleged to be a suspect in a police call for service or a criminal case or becomes aware that another member is alleged to be a suspect in a criminal case, they shall immediately make notification to their supervisor as required in P&P 2-101.
2. Following supervisor notification to Internal Affairs, the Commander of Internal Affairs or their designee shall immediately notify the Chief of Police of the allegation.
3. The Commander of Internal Affairs shall determine if an immediate physical response by Internal Affairs is required. Regardless of any immediate physical response, the Commander will ensure an investigation is immediately started.
4. Internal Affairs shall make a preliminary determination about whether the allegations affect the member's ability to complete their job duties in their current assignment or any other assignments as necessary.
5. The Commander of Internal Affairs shall ensure the Chief of Police is updated immediately if it is determined the member's conduct will affect their ability to complete their job duties.
6. If any MPD member is a suspect in a criminal case or the development of a case leads to an MPD member being a suspect within the jurisdiction of the MPD, Internal Affairs will investigate the criminal case unless another entity is designated by the Deputy Chief of Internal Affairs or the Chief of Police. MPD's Internal Affairs will also investigate all potential policy and procedure violations relative to the criminal case.
7. Officer-involved shootings will be handled in accordance with P&P 7-810 and the applicable labor agreement.

E. ADH&R Complaint Reporting

1. The Human Resources Department is the first contact for complaints that fall under the City's Anti-Discrimination, Harassment, & Retaliation Policy ("ADH&R Policy").
2. Supervisors who become aware of a potential ADH&R Policy violation shall take immediate action.
 - a. In all cases supervisors shall document the information on the alleged incident and forward it to Human Resources, with a copy to Internal Affairs.
 - a. All documentation shall include, but not be limited to: the complaint activity, time, place, persons involved, witnesses, and supervisor's response.

3. Managers, supervisors and all members shall immediately refer any attempts at retaliation for reporting discrimination or harassment, including threats, complaints of a criminal nature, or other actions, to Human Resources and Internal Affairs.
 - a. Human Resources can be notified by email at HRInvestigativeUnit@minneapolismn.gov.
 - b. If the Human Resources Business Partner or the Internal Affairs Commander is not available, the Watch Commander shall be notified.
 - c. Watch Commanders shall take immediate action (e.g. separate parties) if the situation warrants. The Watch Commander shall document the incident and their response, and shall forward the documentation to Human Resources and Internal Affairs prior to the end of their shift.
4. All correspondence on discrimination, harassment, and retaliation complaints is to be kept confidential with only the involved parties and those determined to have a need to know being notified.

III. Definitions

External Complaint: Complaints initiated by members of the public regarding allegations of MPD P&P violations by MPD sworn members.

Internal Complaint: Complaints initiated by MPD members or City of Minneapolis employees regarding allegations of MPD P&P violations by MPD sworn members.