

Filing a Concern or Complaint

The Woodbury Police Department takes all concerns and complaints regarding the services provided by the departments and its officers seriously. **Concerns** are allegations about a personal interaction with a police officer and are resolved internally. **Complaints** include allegations of misconduct or improper job performance that, if true, would constitute a violation of department policy, state law or federal law. Complaints may be referred to outside agencies for investigation and/or criminal prosecution.

The first step if you have a concern or complaint is to contact a supervisor at Woodbury Public Safety. You can reach a supervisor by [sending an email](#) or calling 651-714-3600. The supervisor will gather all relevant information, discuss the situation and help determine if you have a concern or complaint.

If you have a complaint

If the situation is determined to be a formal complaint, the complaint must be submitted in writing, in person. Complaints must include the party's name, contact information, and a signature.

A supervisor will investigate the allegations using several tools, including the complainant's statement, witness statements, officer's statements, dispatch logs, reports, and audio and video from squad or body-worn cameras.

The investigating supervisor will complete a report and note a disposition, which will fall into one of four categories:

If you have a concern

Concerns about an interaction with an officer are often resolved through conversations with a supervisor and include discussions and clarification regarding policy, procedures, and review of the event.

This chart is a summary of Public Safety's 1008-Personnel Complaints policy. [Review the Full Policy online.](#)

False reporting an act of a police misconduct is a criminal offense under Minnesota State Statute 609.505 Subdivision 2. [Review the Statute online.](#)

Sustained: When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

Not Sustained: When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

Exonerated: When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

Unfounded: When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within the classification of unfounded.

If the complaint is **sustained**, corrective action may be taken. Should there be a need for a criminal investigation, a separate supervisor or investigator will be assigned, which may be an outside investigator.

The investigating supervisor will advise the complainant of the final disposition. Formal complaint data is submitted to the Minnesota Bureau of Criminal Apprehension on an ongoing basis.