



Chapter 5. Organizational Integrity

5.01 Purpose

- (a) VRECC is committed to maintaining the trust of our community and fostering a fair workplace by accepting and investigating all complaints of alleged employee misconduct. All investigations will be conducted objectively, fairly, and impartially. Investigations are confidential and securely maintained, accessible only to the District Director or their designee.

5.02 Scope

- (a) This policy applies to all employees of VRECC, including full-time, part-time, and temporary personnel. It governs the process for receiving, investigating, and resolving complaints of employee misconduct to ensure consistency, fairness, and transparency. This policy is applicable to both external complaints (from citizens or other agencies) and internal administrative investigations initiated within the agency.

5.03 Definitions

- (a) Complaint:
 - (i) Typically initiated externally (by citizens or other agencies).
 - (ii) Involves alleged acts or omissions by personnel that violate the agency's Standard Operating Guidelines (SOGs) or Personnel Manual.
 - (iii) The Human Resources Division is responsible for conducting a thorough investigation of complaints.
- (b) Administrative Investigation:
 - (i) Typically initiated internally regarding alleged acts, behavior, misconduct, or disregard of agency SOGs or the Personnel Manual.
 - (ii) The Human Resources Division will conduct all administrative investigations to ensure consistency and impartiality.

5.04 Responsibility

- (a) The Human Resources Division is responsible for investigating, reviewing, and monitoring all complaints and administrative investigations.
- (b) The District Director retains the authority to review investigative findings and determine final dispositions.
- (c) Complaints involving minor policy violations or performance issues may be investigated at the supervisory level, but all formal complaints and administrative investigations must be conducted by Human Resources.
- (d) The Human Resources Division reports directly to the District Director regarding internal investigations.



5.05 Exclusions

- (a) If an investigation reveals possible criminal misconduct by agency personnel or others, the investigating party must immediately cease the inquiry and notify the District Director.
- (b) The District Director will collect all investigatory information and forward it to the appropriate authorities, including Human Resources and law enforcement if necessary.

5.06 Investigation Procedures

- (a) All complaints will be acknowledged in writing upon receipt, confirming the complaint has been received and is under review.
- (b) Human Resources investigators will conduct thorough, impartial investigations.
- (c) The assigned investigator will notify the employee(s) named in the complaint within 72 hours of initiating the investigation. A notification letter will include a copy or synopsis of the complaint and outline the employee's rights and responsibilities regarding the investigation.
- (d) Upon notification, the employee(s) must not discuss the investigation's details with anyone except the assigned investigator, Human Resources personnel, or the District Director. Employees have the right to consult with legal counsel before an interview.
- (e) Investigators must not use past complaints against the employee, nor consider the criminal or complaint history of the complainant, as an investigative tool.
- (f) Investigations will be completed within 30 days, unless extenuating circumstances require an extension. If extended, the complainant will be notified in writing, and the reason for the delay will be documented.
- (g) Upon completion, Human Resources will submit a Findings Report to the District Director, including:
 - (i) Complaint synopsis
 - (ii) Allegations
 - (iii) Employee(s) involved
 - (iv) Complainant's information
 - (v) Witness and involved party interviews
 - (vi) Audio/video recordings, if applicable
 - (vii) Radio traffic and/or phone calls, if applicable
 - (viii) CAD information
 - (ix) Policy violations
 - (x) Investigation summary



- (xi) Findings and conclusions
- (h) The District Director will determine the final disposition and any necessary corrective action.
- (i) Case Dispositions:
 - (i) Sustained – Sufficient evidence supports the allegation.
 - (ii) Not Sustained – Insufficient evidence to prove or disprove the allegation.
 - (iii) Unfounded – The allegation is false or not based on factual evidence.
 - (iv) Exonerated – The incident did not violate policy.
 - (v) Policy & Procedure – The complaint relates to agency policy rather than employee misconduct.
- (j) At the conclusion of the investigation, both the complainant and the employee(s) will receive written notification of the case disposition.

5.07 Annual Review

- (a) This policy shall be reviewed annually by the Human Resources Division in coordination with the District Director to ensure continued effectiveness, compliance with applicable laws and regulations, and alignment with best practices in employee investigations. Any necessary revisions will be documented and implemented accordingly.