

**Commendation - Complaint Form**  
**University of Missouri Police Department**

We appreciate your feedback regarding this department and our employees. Each step of the process we use to investigate a complaint is outlined in the attached brochure or our website, [mupolice.missouri.edu](http://mupolice.missouri.edu). This form may also be completed and submitted online for your convenience.

I want to submit a:

Commendation \_\_\_\_\_

Complaint \_\_\_\_\_

Name: First \_\_\_\_\_ Last \_\_\_\_\_ Email: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Other: \_\_\_\_\_

Address: \_\_\_\_\_

Street

City

State

Zip Code

If you submit a complaint, we are committed to thoroughly investigating all complaints brought to our attention. Please provide the contact information above to aid us in this endeavor. Individuals who do not respond to investigators within 7 business days will be presumed to have no further input or information to add to the investigation.

Please briefly explain the nature of your commendation or complaint below. Please use additional sheets of paper as needed.

Below Fields for MUPD Personnel

DATE RECEIVED: \_\_\_\_\_

RECEIVED BY: \_\_\_\_\_

HOW RECEIVED: ( ) In Person ( ) By Phone ( ) E-mail ( ) Other

DATE SENT TO INTERNAL AFFAIRS: \_\_\_\_\_

**(Forms may be mailed or returned to 901 Virginia Avenue, Columbia, MO 65211)**

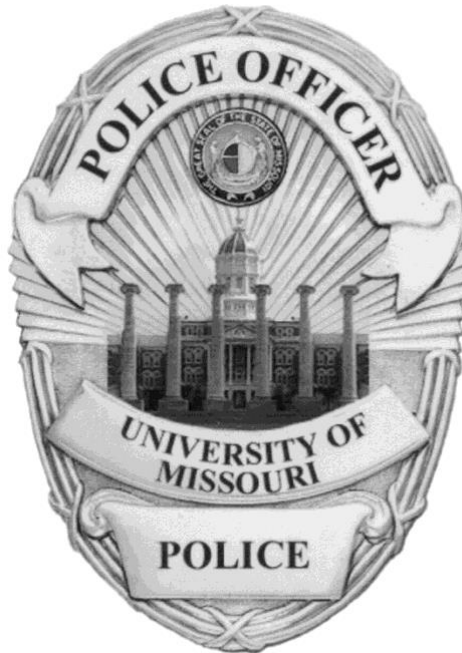
**CITIZEN'S GUIDE TO MAKING  
COMMENDATIONS AND  
COMPLAINTS**

The commendation-complaint form  
included with this brochure can be  
completed and returned to MUPD at:

**University of Missouri Police  
Executive Sergeant  
901 Virginia Avenue  
Columbia, MO 65211**

**OR**

**Emailed to:  
StroerD@missouri.edu**



Commendations or complaints can be  
made twenty-four hours a day / seven  
days a week:

- Online at our [Commendation or Complaint Website](#)
- In person at MUPD, which is located at 901 Virginia Avenue, Columbia, MO, 65211
- By calling (573) 882-7201 and asking to speak with the shift supervisor.

Individuals reporting personal  
interactions or events they witnessed  
involving our employees may choose to  
remain anonymous.

## DEPARTMENT POLICY

It is the policy of the University of Missouri Police Department to ensure integrity is maintained through an internal system where objectivity, fairness, and justice are assured by intensive and impartial investigation.

## COMPLAINT PROCESS

While complaints may be submitted anonymously, our investigators can complete a more thorough investigation if they can contact the complainant for follow-up questions and to clarify details. An investigator will notify complainants who provide their contact information within three **business days** of the complaint submission. When the investigation is complete, the complainant will be contacted with information regarding the findings and conclusion. Complainants/witnesses who do not respond to investigators within 7 business days will be presumed to have no further input or information to add to the investigation.

Submitted complaints are assigned for investigation by the Internal Affairs Division. Line supervisors may be assigned to investigate complaints of a less serious nature, such as a misunderstanding between

a citizen and an employee, as well as minor breaches of policy (where the outcome will typically produce an action less than suspension, demotion, and/or termination). Allegations of violations of criminal law, reports of corruption, breaches of civil rights, major policy violations (outcomes which would typically produce suspension, demotion, and/or termination), allegations of a sensitive nature, and any investigation determined by the Chief of Police to require investigation by Internal Affairs, will be investigated by the Internal Affairs function or, in their absence, a designee. Complaints involving the Chief of Police will be conducted via an external review.

## COMPLAINT FINDINGS

All complaints brought to the department's attention are investigated to a conclusion of fact. Possible outcomes are:

**Sustained** – complaint determined to be valid and either the agency or its employee(s) are responsible for some causal act or omission.

**Not Sustained** – complaint determined to be valid; however, it could not be determined whether or not the agency or its employee(s) are responsible for the causal act or omission.

**Unfounded** – complaint determined not to be valid (i.e., the situation described did not occur).

**Exonerated** – complaint determined to be valid; however, the agency or its employee(s) acted appropriately.

*An annual summary of Internal Affairs investigations is posted on the department's website:*

<https://mupolice.missouri.edu/contact/file-a-commendation-or-complaint/>

## COMMENDATIONS

We are always happy to hear of your positive experiences with our personnel! Information about positive contacts/experiences with our staff is forwarded to the employee and supervisor and placed in their personnel file. If you wish to commend an employee, please follow the instructions on the front of this brochure.

## MORE INFORMATION

For more information, contact the department's Internal Affairs Function at (573) 884-4248.