

**ESSEX COUNTY SHERIFF'S OFFICE  
GENERAL ORDER**

<b>SUBJECT:</b> <b>Early Warning System</b>	<b>G.O. NO:</b> <b>2018-01</b>  <b>EFFECTIVE DATE:</b> <b>August 31, 2018</b>
<b>SUPERSEDES:</b> <b>None</b> <b>Reference: G.O. 2013-03</b>	<b>DATE:</b> <b>August 28, 2018</b>

<ul style="list-style-type: none"><li><b>I. Introduction</b></li><li><b>II. Purpose</b></li><li><b>III. Policy</b></li><li><b>IV. Procedure</b></li><li><b>V. Compliance</b></li></ul>
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**I. Introduction**

The Early Warning System (EW System) is an important management tool enacted by the New Jersey Attorney General that is designed to detect patterns and trends in police conduct before that conduct escalates. An effective EW System can assist law enforcement agencies in identifying and remediating problematic officer conduct that poses a potential risk to the public, the Department, and to the officer. The EW System will not only increase public safety and public confidence in law enforcement, it will assist officers through early intervention.

**II. Purpose**

The purpose of this Order is to implement an Early Warning System that detects patterns of officer behavior and conduct before it escalates.

**III. Policy**

It shall be the policy of the Essex County Sheriff's Office to adopt an Early Warning System that can assist the Department in identifying and remediating officers' behavior and/or conduct that poses a potential risk to the public, Department, and themselves.

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**IV. Procedure**

**A. Early Warning System**

An EW System will monitor many different categories of officer conduct which indicate potentially escalating risk of harm to the public, the Department and/or officer. The following performance indicators are included in the EW System:

1. Internal affairs complaints against the officer, whether initiated by another officer or by a member of the public;
2. Civil actions filed against the officer;
3. Criminal investigations of or criminal complaints against the officer;
4. Any use of force by the officer that is formally determined or adjudicated (i.e. by IA or Grand Jury) to have been excessive, unjustified, or unreasonable;
5. Domestic violence investigations in which the officer is an alleged subject;
6. An arrest of the officer, including on a driving under the influence charge;
7. Sexual harassment claims against the officer;
8. Vehicular collisions involving the officer that are formally determined to have been the fault of the officer;
9. A positive drug test by the officer;
10. Cases or arrests by the officer that are rejected or dismissed by a court;
11. Cases in which evidence obtained by an officer is suppressed by a court;
12. Insubordination by the officer;
13. Neglect of duty by the officer;

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14. Unexcused absences by the officer; and

15. Any other indicators, as determined by the Sheriff.

Note: If the EW System notification to the officer could jeopardize an ongoing criminal investigation, the County Prosecutor may in their discretion permit delayed notification to the officer or delayed initiation of the EW System review process.

**B. Initiation of Early Warning Process**

At a minimum, three separate instances of performance indicators within a twelve (12) month period will trigger the EW System review process. If one incident triggers multiple performance indicators, that incident shall not be double-or-triple-counted. It shall be counted as only one performance indicator.

**C. Administration and Tracking**

The EW System shall be administered and tracked by the Internal Affairs Unit. However, supervisory officers in the subject's officer chain of command shall be directly involved in the EW System review process. The IA Pro System is the tracking system used by Internal Affairs and will flag emerging behavioral patterns. Every six months, the IA Unit shall audit the IA Pro System and records to access the accuracy and efficacy of the tracking system.

**D. Remedial/Corrective Action**

The IA Unit shall track the requisite number of performance indicators necessary to trigger the EW System review process. Upon initiation of the EW System review process, the IA Unit shall assign the subject officer's supervisor to begin remedial action to address the officer's behavior.

When an EW System review process is initiated, the IA Unit shall:

1. Formally notify the subject officer, in writing;
2. Inform the Chief and subject officer's Unit Commander;

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3. Assist the subject officer's supervisor in developing and administering a remedial program including the appropriate remedial/corrective actions such as;
  - a. Training or retraining;
  - b. Counseling;
  - c. Intensive supervision;
  - d. Fitness-for-duty examination;
  - e. Employee Assistance Program (EAP) referral; and
  - f. Any other appropriate remedial or corrective action.
4. Ensure the subject officer's supervisor continues to monitor the officer for at least three (3) months, or until IA Unit concludes that the officer's behavior has been remediated (whichever is longer);
5. Document and report findings to the Sheriff. Any statement made by subject officer in connection with the EW System review process may not be used against the subject officer in any disciplinary or other proceeding.

Note: The EW System focuses on corrective actions to remediate officer behavior and to provide assistance to the officer. It does not address disciplinary actions that might be warranted against an officer. Disciplinary actions such as a decision to suspend, terminate, or charge subject officer with criminal conduct remain within the purview of the Internal Affairs function and may be imposed in accordance with existing Internal Affairs guidelines and applicable law. It shall remain separate from and independent of the EW System. The aforementioned disciplinary actions described remain a purview

**E. Notification to Subsequent Law Enforcement Employer**

If any officer is or has been subject to an EW System review process applies to or accepts employment with another law enforcement agency, it is the responsibility of the Department to notify the subsequent employing law enforcement agency of the officer's EW System review process history and outcome. Upon request, the officer's EW System review process files shall be shared with the subsequent employing law enforcement agency.

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**F. Notification to County Prosecutor**

A confidential written notification by the IA Commander shall be made to the Sheriff for subsequent forwarding to the County Prosecutor when the EW System review process has been initiated and also when it has completed. Written notification shall include any remedial measures taken on behalf of the subject officer.

**G. Public Accessibility and Confidentiality**

The EW System policies shall be made available to the public upon request and be posted on the Department's website. However, all written reports created or submitted that identify specific officers are confidential and not subject to public disclosure.

**V. Compliance**

This Order supersedes any orders in conflict with its provisions and becomes part of the Rules and Regulations of the Department. All members of the Department are to comply fully with its provision.

By Order of:

Armando B. Fontoura  
Essex County Sheriff  
ABF/bd





*State of New Jersey*  
OFFICE OF THE ATTORNEY GENERAL  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
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PHILIP D. MURPHY  
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*Lt. Governor*

GURBIR S. GREWAL  
*Attorney General*

**ATTORNEY GENERAL LAW ENFORCEMENT DIRECTIVE NO. 2018-3**

**TO:** All Law Enforcement Chief Executives  
**FROM:** Gurbir S. Grewal, Attorney General  
**DATE:** March 20, 2018  
**SUBJECT:** Statewide Mandatory Early Warning Systems

I. Background

An Early Warning System ("EW System") is an important management tool designed to detect patterns and trends in police conduct before that conduct escalates. An effective EW System can assist a law enforcement agency in identifying and remediating problematic officer conduct that poses a potential risk to the public, to the agency, and to the officer. EW Systems, therefore, serve to not only increase public safety and public confidence in law enforcement, but also to assist officers through early intervention. Indeed, many law enforcement agencies throughout the State have recognized the utility of such systems and some County Prosecutors already require agencies within their jurisdictions to use them. For all of these reasons, this Directive now mandates that all law enforcement agencies in New Jersey adopt and implement EW Systems consistent with the requirements set forth below.

Accordingly, pursuant to the authority granted to me under the Criminal Justice Act of 1970, N.J.S.A. 52:17B-97 to -117, which provides for the general supervision of criminal justice by the Attorney General as chief law enforcement officer of the State to secure the benefits of a uniform and efficient enforcement of the criminal law and the administration of criminal justice throughout the State, I, Gurbir S. Grewal, hereby DIRECT all law enforcement and prosecuting agencies operating under the authority of the laws of the State of New Jersey to implement and comply with the following policies, procedures, standards, and practices.



14. Unexcused absences by the officer; and
15. Any other indicators, as determined by the agency's chief executive.

D. Initiation of Early Warning Process

At a minimum, an agency's EW System policy shall provide that three separate instances of performance indicators (as listed in Section C, above) within any twelve-month period will trigger the EW System review process. If one incident triggers multiple performance indicators, that incident shall not be double- or triple-counted, but instead shall count as only one performance indicator. The agency's chief executive may in his or her discretion determine that a lower number of performance indicators within a twelve-month period (i.e., one or two performance indicators) will trigger the EW System review process.

E. Administration and Tracking

The agency's chief executive shall assign personnel to conduct the EW System function. Typically, the EW System should be administered by the agency's internal affairs unit. Supervisory officers in the subject officer's chain of command also should be directly involved in any EW System review process.

Every department shall adopt a tracking system to enable the department to identify officers who display the requisite number of performance indicators necessary to trigger the EW System review process. Many departments in New Jersey have adopted automated systems that are capable of flagging emerging behavioral patterns. At least every six months, personnel assigned to manage the EW System shall audit the agency's tracking system and records to assess the accuracy and efficacy of the tracking system.

F. Remedial/Corrective Action

Once an officer has displayed the requisite number of performance indicators necessary to trigger the EW System review process (as set forth in Section II.C, above) assigned supervisory personnel shall initiate remedial action to address the officer's behavior.

When an EW System review process is initiated, personnel assigned to oversee the EW System should (1) formally notify the subject officer, in writing; (2) conference with the subject officer and appropriate supervisory personnel; (3) develop and administer a remedial program including the appropriate remedial/corrective actions listed below; (4) continue to monitor the subject officer for at least three months, or until the supervisor concludes that the officer's behavior has been remediated (whichever is longer); (5) document and report findings to the appropriate supervisory personnel and, if warranted, the internal affairs unit. Any statement made by the subject officer in connection with the EW System review process may not be used against the subject officer in any disciplinary or other proceeding.

Remedial/corrective action may include but is not limited to the following:

1. Training or re-training;



2. Counseling;
3. Intensive supervision;
4. Fitness-for-duty examination;
5. Employee Assistance Program (EAP) referral; and
6. Any other appropriate remedial or corrective action.<sup>2</sup>

G. Notification to Subsequent Law Enforcement Employer

If any officer who is or has been subject to an EW System review process applies to or accepts employment at a different law enforcement agency than the one where he or she underwent the EW System review process, it is the responsibility of the prior or current employing law enforcement agency to notify the subsequent employing law enforcement agency of the officer's EW System review process history and outcomes. Upon request, the prior or current employing agency shall share the officer's EW System review process files with the subsequent employing agency.

H. Notification to County Prosecutor

Upon initiation of the EW System review process, the agency's chief executive or a designee shall make a confidential written notification to the County Prosecutor or his/her designee of the identity of the subject officer, the nature of the triggering performance indicators, and the planned remedial program. Upon completion of the EW System review process, the agency's chief executive shall make a confidential written notification to the County Prosecutor or his/her designee of the outcome of the EW System review, including any remedial measures taken on behalf of the subject officer.

I. Annual Report to Attorney General

By January 31st of each year, each County Prosecutor shall submit a report to the Attorney General, through the Division of Criminal Justice's Prosecutors' Supervision and Training Bureau. This summary shall include a statement indicating those agencies under the County Prosecutor's supervision that are in compliance with this Directive and those that are not.

III. Public Accessibility and Confidentiality

All EW System policies adopted by law enforcement agencies shall be made available to the public upon request and shall be posted on the agency's website. Annual reports from the

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<sup>2</sup> This Directive, and EW Systems generally, are focused on corrective actions to remediate officer behavior and to provide assistance to the officer. This Directive, and EW Systems generally, do not address disciplinary actions that might be warranted against an officer. Such disciplinary actions – to include the decision to suspend, terminate or, if applicable, charge an officer with criminal conduct – remain within the purview of the agency's internal affairs function, and may be imposed in accordance with existing internal affairs guidelines and applicable law, separate from and independent of the EW System.

County Prosecutors to the Attorney General (as required by Section II.I, above) also shall be made available to the public upon request and shall be posted on the agency's website.

All written reports created or submitted pursuant to this Directive that identify specific officers are confidential and not subject to public disclosure.

IV. Effective Date

This Directive shall take effect immediately upon issuance. All EW System policies shall be adopted and/or revised in accordance with this Directive within 60 days.



Gurbir S. Grewal  
Attorney General

ATTEST:

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Elie Honig  
Director, Division of Criminal Justice  
Issued on: March 22, 2018



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<b>SUBJECT:</b> <b>Internal Affairs</b>	<b>G.O. NO:</b> <b>2013-03</b>  <b>EFFECTIVE DATE:</b> <b>May 23, 2013</b>
<b>SUPERSEDES:</b> <b>G.O. 96-01, G.O. 2007-05, G.O. 2011-03</b> <b>Reference(s) G.O. 2018-02, CM 99-69, S.O 2013-09</b>	<b>DATE:</b> <b>May 12, 2014 (Amended)</b> <b>August 31, 2018 (Amended)</b>

<ul style="list-style-type: none"><li><b>I. Introduction</b></li><li><b>II. Purpose</b></li><li><b>III. Policy</b></li><li><b>IV. Procedure</b></li><li><b>V. Compliance</b></li></ul>
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**I. Introduction**

The Essex County Sheriff's Office is committed to providing law enforcement services that are fairly, effectively and impartially applied. Toward that end, Sheriff's Officers are held to the highest standard of conduct and are expected to respect the rights and dignity of all citizens.

The effectiveness of a law enforcement agency is dependent upon public approval and acceptance of law enforcement authority. The office must be responsive to the community by providing formal, accessible procedures for the filing and processing of complaints from the public regarding individual officer performance.

The purpose of this policy is to improve the quality of law enforcement services, as well as, establish guidelines which personnel will follow to promptly and thoroughly accept and process complaints against personnel. This is critical in order to engender citizen confidence in the integrity of law enforcement in general and the Sheriff's Office in particular. This confidence inspires the following:

- Broad-based community support for law enforcement.
- Community assistance in achieving the mission of the office.
- The assurance of due process and protection for both citizens and officers.

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The Internal Affairs process will also be used to vet unclear or ineffective agency procedures. It will highlight organizational conditions which may contribute to misconduct, such as, poor recruitment, miscommunication, inadequate training or ineffectual supervision.

**II. Purpose**

The purpose of this order is to define the roll of the Internal Affairs Unit, provide for a transparent policy for personnel to follow in accepting complaints and facilitate the complaint filing and investigative process.

**III. Policy**

It shall be the policy of the Essex County Sheriff's Office to accept all complaints of alleged officer misconduct or wrongdoing, from any citizen, anonymous source, agency employee, juvenile, or persons under arrest or in custody, regardless of the time of day, day of the week, or physical location. All complaints will be fully and promptly investigated. For purposes of this policy, a complaint shall be liberally construed to include allegations of employee conduct that may be unconstitutional, unlawful, in appropriate or a possible violation of any orders of this Office. Following a thorough and impartial examination of the available factual information, a determination shall be rendered and where warranted, discipline shall be administered consistent with the degree of misconduct.

Employees shall be subject to disciplinary action for violations of their oath and trust. Committing an offense punishable under the law of the United States, the State of New Jersey, or municipal ordinances constitutes a violation of that oath and trust. Employees are also subject to disciplinary action for failure, either willfully, through negligence or incompetence, to perform the duties of their rank assignment, or for a violation of any rule, regulation, policy or procedure of the Sheriff's office or for failure to obey any lawful order of a superior officer or supervisor.

**IV. Procedure**

**A. Internal Affairs Unit**

1. Officers and supervisors assigned to conduct an investigation into an allegation of misconduct shall strive to conduct a thorough and objective investigation without violating the rights of the accused employee.

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2. Dispositions - All matters investigated by the Internal Affairs Unit will be disposed of with one of the following findings, as defined below:

- a) Exonerated - The alleged incident did occur, but the actions of the officer were justified, legal and proper.
- b) Sustained - The investigation disclosed sufficient evidence to prove the allegation.
- c) Not Sustained - The investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation.
- d) Unfounded -
  - 1) The alleged incident did not occur or...
  - 2) There is insufficient information to conduct meaningful investigation.

**B. Chain of Command**

- 1. The Commander of the Internal Affairs Unit shall report directly to the Sheriff.
- 2. All correspondence, written or verbal requests for materials, evidence or other items requested by officers assigned to the Internal Affairs Unit, shall be regarded with the same authority as having come from the Sheriff,

**C. Duties and Responsibilities**

- 1. The Internal Affairs Unit (I.A.) is responsible for the investigation of all allegations of misconduct by members of this department, including those identified as minor infractions.

Misconduct is identified as:

- Commission of a crime or an offense
- Violation of departmental rules and regulations, policies and procedures
- Conduct which adversely reflects upon the employee or the Sheriff's Office
- Use of Excessive force
- Improper or unjustified arrest, search(s) or entry(s)

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2. Internal Affairs shall ensure the following criteria/parameters are adhered to:
  - a) Coordinate investigations involving the discharge of firearms by department personnel.
  - b) Be responsible for the administration of urine testing per established practice.
  - c) Conduct any other investigation directed by the Sheriff.
  - d) May conduct Internal Affairs investigations on their own initiative, upon notice to the Sheriff.
  - e) May refer investigations to the employee's supervisor for actions, including conclusions and recommendations.
  - f) Recognize that investigations involving the Chief Executive shall be forwarded to the Prosecutor's Office.
  - g) May request evidentiary materials from personnel pursuant to the investigations.

**D. Notice of Personnel Investigations**

1. Whenever an Officer violates the Rules and Regulations; or any other orders, directives or memoranda, a system of progressive discipline will generally apply. According to the Attorney General's Guidelines governing Internal Affairs investigations, that system of progressive discipline can include the following elements:
  - Counseling
  - Oral reprimand
  - Written reprimand
  - Monetary fine
  - Transfer/reassignment
  - Suspension
  - Loss of promotional opportunity
  - Demotion
  - Discharge from employment
2. Minor rule violations can and should be dealt with at the Command Level with instructive or corrective action. However, some violations require formal action, including, oral and written reprimands, counseling, recommendations for discipline and Internal Affairs investigations. When these actions are necessary, the officer who is the subject of the action or investigation shall be notified in writing.

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3. Supervisors may be directed to conduct investigations of personnel within their Command. Any rules violation which is initiated as detailed below shall be documented by the supervisor, in writing, using the attached "Notification of Personnel Investigation" form:
  - Requested by Sheriff
  - Requested by an Undersheriff
  - Requested by Chief
  - Requested by Internal Affairs
  - Any other violation which may be investigated, documented or heard beyond the Command level
  
4. Officers shall be notified that they are the subject of an investigation. The supervisor conducting the investigation shall ensure the following:
  - a) Notification of Investigation form shall be given to the target(s) of the investigation.
  - b) This notification shall be conducted by a supervisor out of the presence of the peers of the officer being investigated.
  - c) The officer shall sign the Notification of Investigation Form (Attachment A).
  - d) Gather all reports and evidence related to the investigation
  - e) Interview all witnesses related to this investigation, including witness officers
  - f) Once you have gathered all evidence and interviewed all witnesses you then interview the target(s) related to this incident.
  - g) Complete your investigative report with the appropriate findings

NOTE - All reports from witnesses shall be in writing whenever possible.

5. When an investigation of a complaint, incident or event is required, the following format shall apply. This shall include injuries, unusual incidents, violations or rules and regulations, motor vehicle accidents or complaints. The format of this investigative report shall be strictly followed.
  - a) First and last name of personnel involved
  - b) Summary
  - c) Details of investigation
  - d) Findings of investigator
  - e) Recommendations



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6. Personnel who are suspended or terminated shall immediately surrender their badge, identification, radio and service weapon. Suspended personnel will have their equipment reissued upon completing the term of the suspension.
7. All members of the Sheriff's Department shall undergo a psychological fitness for duty examination when an investigation reveals any alleged violation of the Domestic Violation Act, regardless of the disposition of criminal or family charges.

Personnel who are suspended are not permitted to work law enforcement or security-related outside employment.

**E. Administrative Hearings**

1. All personnel are afforded an Administrative Hearing for all disciplinary matters that may result in suspension or fine.
2. Personnel are not afforded a hearing for matters that will be adjudicated with an oral or written reprimand only.
3. Personnel have a right to waive the hearing and simply plead guilty to the charge and accept the discipline.
4. An impartial Hearing Officer, designated by the Sheriff shall be appointed for all Administrative Hearings and shall determine the level of discipline applied for each matter presented.

**F. Authority**

1. Officers assigned to the I.A. Unit shall have the authority to interview any member of the Sheriff's Department and review any record or report related to their assignment. All members of the Sheriff's office shall cooperate fully with I.A. investigators. Requests from I.A., in furtherance of their duties and responsibilities, shall be given full cooperation and compliance as though the request emanated directly from the Sheriff.
2. IA investigations may need material evidence to further an investigation. All personnel may be required to submit to any of the following, at the expense of the Sheriff's Department, when such an examination is specifically directed and related to the investigation. Material types include:

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- a) Medical or laboratory examinations, including taking samples of hair, saliva, blood, breath and urine.
- b) Photographed, voice recorded and handwriting samples.
- c) Participation in a line-up.
- d) Submission of financial disclosure statements.

**G. Records**

1. The Internal Affairs Unit shall maintain a comprehensive central file on all complaints against the agency or employees, whether investigated by I.A., or assigned to the employee's supervisor for investigation. The confidentiality of these records shall be protected and the files shall be marked "confidential". Only members of the Internal Affairs Unit and the Sheriff shall have access to these records. Other personnel may be granted access to these records such as the Undersheriffs or Chief, at the direction of the Sheriff. Files shall be maintained in a locked cabinet or file.
2. Computers used to maintain I.A. records of any kind shall be protected with special security measures and accessible only to members of the Internal Affairs Unit and the Sheriff.
3. At the direction of the Sheriff, the I.A. Commander shall prepare monthly reports that summarize the nature and disposition of all personnel complaints received by the Sheriff's Department and submit the report to the Sheriff.
4. At the direction of the Sheriff, copies of these reports may be distributed to Command personnel, the Prosecutor or as otherwise required by law.
5. An annual report summarizing the types of complaints received and the dispositions of the complaints shall be made available to any employee or member of the public, upon request. The names of the complainants and the subject employees shall not be published in the report. Employees who wish a copy of the report shall submit a written request, to the Sheriff, through the chain of command.
6. The Internal Affairs Unit will periodically release a brief synopsis of all complaints where a fine or suspension of ten days or more was assessed to a member of the Sheriff's Department.

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**H. Procedural Overview for Accepting and Ultimate Disposition of Complaints**

1. All complaints of officer misconduct shall be accepted from all persons, which include anonymous persons, juveniles, or persons under arrest or in custody. A complaint must be taken regardless of time of day, or whether it is a weekend or holiday.
2. If available, during regular business hours, Internal Affairs personnel shall accept the complaint. If they are not available, a supervisor shall accept the complaint. If there is no supervisor available, any officer may and shall accept the complaint. At no time shall a citizen be told to return at a later date to file a complaint. It is not necessary for a citizen to make a sworn statement to initiate a complaint.
3. If the complaint is accepted during non-business hours, the complainant shall be advised that they will be contacted by a member of the Internal Affairs Unit, on the next business day.
4. All persons filing complaints shall be provided a Citizen Complaint Information Sheet (Attachment B), which provides an overview of the complaint investigation procedure and advises the individual of what to expect in the near future regarding their individual complaint. At no point shall a complainant be directed to the voicemail of an Internal Affairs Officer or be told to return at a later time to file their complaint. If the complainant cannot appear to our agency, it is the responsibility of a supervisor to have accommodations be made to respond to the individual's residence, employment and or arranged for any other location deemed appropriate.
5. Department's disciplinary procedures shall be explained to all persons making the complaint. The complainant shall be kept informed of the status of the complaint, and if requested, the ultimate disposition.
6. A letter shall be sent to the complainant explaining the outcome of the investigation. The conclusion shall state if an officer's allegation was either unfounded, exonerated, not sustained or sustained.
7. If an allegation was sustained, the letter to the complainant shall state that the officer has been disciplined according to Department procedures. It is not necessary to specify the discipline imposed.

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**I. Early Warning System (EW System)**

An EW Warning System is an important management tool designed to detect patterns and trends in police conduct before that conduct escalates. The ECSO will deploy an EW System that will monitor many different categories of officer conduct which indicate potentially escalating risk of harm to the public, Department, and/or officer. The Internal Affairs Unit shall monitor and assist the subject officer's supervisor in developing and administering a remedial program. Department personnel shall refer to General Order: Early Warning System 2018-01.

**J. During Regular Business Hours**

1. All persons wishing to file a complaint shall be directed to the Internal Affairs Unit. If no one is available in the IA Unit, the officer's supervisor shall accept the complaint.
2. The complaint shall be hand-written by the complainant. If there are any physical limitations of the complainant, the supervisor shall assist in any way possible to help the complainant with the complaint.
3. The officer/supervisor accepting the complaint shall assist the complainant by completing the IA Complaint Report Form (Attachment C). The unit supervisor shall forward the IA Complaint Form to the IA Unit as soon as possible, but before the end of their tour of duty.
4. The IA personnel shall issue a Citizen Complaint Information Sheet (Attachment B) to the individual filing the complaint.

**K. During Non-Business Hours**

1. Although any officer may accept a complaint, a supervisor shall accept it whenever possible. In either case the officer or supervisor accepting the complaint shall complete the Complaint Form.
2. After completing the complaint form, the officer shall issue a Complaint Information Sheet to the individual, if the complaint is filed in person. If the complaint is taken over the telephone, the officer shall advise the individual that a member of the IA Unit will be contacting them by the next business day.

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3. A supervisor shall ensure that the Complaint Form is forwarded directly to the Internal Affairs Unit, in a sealed envelope, by the next business day.

**V. Compliance**

This order shall be readily accessible to all personnel at all commands. Training for accepting complaints will be given bi-annually in conjunction with firearm re-qualification training to show compliance.

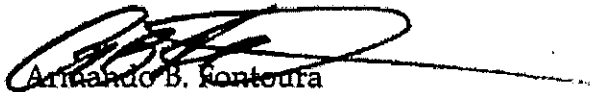
All attachments may be retrieved in the Department's 'W' Drive.

Division/Bureau Commanders shall ensure that this order is reviewed by all personnel within their commands.

**Attachments:**

- A. Notification of Investigation Form
- B. Citizen Complaint Information Sheet
- C. IA Complaint Form

By Order of:



Armando B. Kontoufa  
Essex County Sheriff  
ABF/bd