

## How To Get Additional Information

### Withdrawing a Complaint

A person may voluntarily withdraw a complaint after an investigation has been initiated. Withdrawing a complaint is appropriate in situations when additional information is learned causing the complainant to realize the Patrol employee's actions were proper. The Patrol may, however, elect to continue the investigation if circumstances warrant.

Questions about complaint procedures should be directed to:

**Kansas Highway Patrol  
Professional Standards Unit  
122 SW 7th Street  
Topeka, KS 66603  
(785) 296-5947**

8:00 a.m. - 5:00 p.m.  
Monday - Friday  
Closed State holidays

Or visit the Professional Standards Unit via the Patrol's website at  
[www.KansasHighwayPatrol.org](http://www.KansasHighwayPatrol.org)



122 SW 7th Street  
Topeka, KS 66603

## Complaint Procedures



## Patrol Policy and Responsibilities

Certain responsibilities and authorities are granted to the Kansas Highway Patrol by the citizens of Kansas. The patrol recognizes its responsibilities to maintain the public confidence and trust, and the need to ensure integrity and accountability, both by the agency and by each employee. As we recognize the rights of all citizens, citizens should recognize Patrol employees must be free to exercise their right to take necessary and responsible action in the performance of their duties without fear of reprisal. Specific complaint procedures have been adopted by the Patrol to ensure fair and appropriate action is taken when an employee is accused of misconduct. This process also protects employees from unwarranted or false accusations. Additionally, this system provides a means of identifying and correcting deficiencies in policies, procedures, or training.

## Complaint Procedures

Any citizen or Patrol employee may make a complaint. Normally, the person most directly affected by the alleged conduct should be the person to complain. Complaints may be made at any time, but should be made within a reasonable time after the alleged misconduct occurred to help ensure evidence is still available and recollections of the incident are fresh.

Complaints may be made in person, in writing, by email, or by telephone. Complaints should concisely and specifically describe the conduct of the employee. Rather than stating the employee was rude, explain how the employee was rude by providing the specific words or

phrases used, describing the employee's tone of voice, or citing particular acts of rudeness. Identify the employee as much as possible. This can be accomplished by providing the employee's name, badge number, patrol vehicle license number, and the date, time and location of the incident. Patrol employees are required to properly identify themselves upon request. If applicable, please include the names, addresses, and telephone numbers of all witnesses.

All Patrol employees are required to accept a complaint if a supervisor is not immediately available to do so. Most complaints are directed to a local supervisor or General Headquarters in Topeka. All complaints are forwarded to the Professional Standards Unit (PSU) at General Headquarters for appropriate action.

The investigation of a complaint will focus only on the conduct of the Patrol employee. Any charges against the complainant are a separate issue, which will have to be resolved in court. A disagreement with a Patrol policy or State law, or the way they were applied, is not considered a "complaint" and will normally be referred to the appropriate Troop commander for a response.

Anonymous complaints are investigated, however, are less likely to reveal all the facts surrounding an alleged incident when the investigator is deprived the opportunity to contact the complainant. An anonymous complainant will not be made aware of the results of the investigation. For these reasons, we encourage persons having legitimate concerns to fully cooperate with the investigative process. Employees are prohibited from retaliating against a complainant for reporting truthful information and lodging a complaint against them.

## Resolved Complaints

Some complaints may be resolved at the time they are received. Such complaints may be marked resolved if the complainant agrees no further investigation of the incident is necessary; however, the complaint will be forwarded to the PSU and maintained on file for one year.

## The Investigative Process

Other than those complaints which are resolved, every complaint of misconduct by an employee will be investigated.

Upon receipt of a complaint, PSU will send a letter to the complainant acknowledging receipt of the complaint and may conduct a preliminary inquiry by telephone, by mail, or in person to clarify specific issues. PSU will then assign the complaint for investigation.

Investigators will contact the complainant, the accused employee, and witnesses; examine physical evidence; review reports and records; and thoroughly document the facts surrounding the incident. The investigator's report will be submitted to PSU, where it will be reviewed for completeness and objectivity, and then be forwarded to the superintendent. The superintendent will write a letter to the complainant summarizing the results of the investigation. Disciplinary action will be initiated when deemed appropriate, but is considered a confidential matter and will not be disclosed to the complainant.

