

# Maryland Police Training and Standards Commission

## Uniform Complaint Process

PSA 3-207(F)

The 2016 Maryland Legislature, within HB 1016, tasked the Maryland Police Training and Standards Commission (PTSC) with developing a uniform citizen complaint process to be adopted by all Maryland police agencies.

The PTSC at its January 8, 2019 meeting adopted requirements to be incorporated into each law enforcement agency's Uniform Citizen Complaint Process. **At its April 8, 2020 meeting, the PTSC updated these requirements as follows:**

1. Each law enforcement agency shall have a complaint process.
2. Anyone may make a complaint in person, by telephone, via email, or by U.S. mail.
3. Anyone making a complaint shall be required to provide a name, mailing address, and phone number or email if they wish to receive notifications.
4. If a walk-in or telephone complainant wishes to speak to a police officer about the complaint, the senior-ranking officer who is currently available will speak with the complainant.
  - If no police officer is available to speak with the complainant, the agency employee who is speaking with the complainant shall offer to accept the complaint.
  - If a walk-in or telephone complainant does not wish to speak with a police officer, the complaint shall be accepted by any agency employee.
  - Regardless of which agency employee accepts the complaint, (whether police officer or other employee) the employee shall not attempt to influence the complainant in any manner.
5. Agency policy should establish that email complaints be directed to a specific individual or position within the agency and not to a general email box.
6. Complainants should receive an initial response to their complaint within 72 hours.
7. The agency shall provide the name and email address of one of its police officers as the point of contact to whom the complainant may direct their questions regarding the investigation. Until the administrative investigation is resolved, the agency shall attempt to contact the complainant at least monthly to provide an update. The agency shall document each attempt to contact the complainant.
8. The agency will notify the complainant of the outcome of the complaint within 72 hours of a disposition, including any discipline imposed in accordance with established confidentiality policies and any applicable law.
9. The process for filing complaints and a timeframe for outcomes will be posted in a public area of each agency and on the agency's website if it maintains one.