

Maryland Police Training and Standards Commission

Uniform Citizen 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 the following requirements that need to be incorporated into each law enforcement agency's Uniform Citizen Complaint Process:

1. Each law enforcement agency shall have a citizen complaint process.
2. Citizens may make complaints in person, by telephone, or via email.
3. Citizens making complaints shall be required to provide a name, mailing address, and phone number or email if they wish to receive notifications.
4. In person and telephone complaints will be handled by the officer in charge at the time the complaint is lodged. Complaints will be handled in a neutral manner with no attempts to influence the complainant in a negative 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. Citizens should receive an initial response to their complaints within 72 hours.
7. In the event of an investigation, citizens will receive updates to their complaints a minimum of one time per (week/month) until the complaint is resolved.
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 citizen 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.