Annual Reporting for Internal Affairs Complaints

The members of the Towson University Police Force are committed to providing quality service to the campus community. Departmental personnel are expected to conduct themselves professionally and courteously in encounters with the public, allied agencies and other departmental members. The department investigates all complaints of poor service or unprofessional conduct on the part of any employee of the agency. This is done to address concerns raised by the public, supervisors, and administrative officers as well as to comply with the high standards established by the Commission on Accreditation for Law Enforcement Agencies.

1. 2012 – Five (5) complaints received
   a. Two (2) complaints involved sworn police officers. The remaining three, (3), involved non-sworn positions within the department.
   b. Three of the complaints involved allegations of misconduct by departmental employees while interacting with the public, one complaint involved alleged performance issues and one complaint involved an alleged integrity violation.
   c. Five(5) formal investigations were opened which resulted in the following findings:
      i. Four (4) complaints were found to be sustained, meaning that it was determined that evidence existed sufficient to prove the allegations.
         1. One (1) sustained complaint involved a sworn police officer and the remaining three (3) sustained complaints involved non-sworn departmental members.
      ii. One (1) complaint was found to be exonerated, meaning the incident did occur, but was not in violation of directives. This complaint involved sworn police officers.