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. 2014 – Eight (8) complaints received
   a. Eight (8) complaints involved sworn police officers.
   b. Seven (7) of the complaints involved allegations of misconduct by departmental employees while interacting with the public and one (1) complaint involved an allegations of misconduct between departmental employees.
   c. Two (2) complaints were administratively closed with non-punitive counseling.
   d. Six (6) formal investigations were opened which resulted in the following findings:
      i. Three (3) complaints were found to be “sustained”, meaning that it was determined that evidence existed sufficient to prove the allegations.
         1. The three (3) sustained complaint involved sworn police officers.
      ii. Two (2) complaints were found to be “not sustained”, meaning insufficient evidence to either prove or disprove allegations.
         1. The two (2) complaints involved sworn police officers.
      iii. One (1) complaint is pending presentation and review by a trial board in compliance with MD Law.

“Working Together for a Safe Community”