



Assumption University

Department of Public Safety

Commendation and Complaint Process

- If you feel that a member of DPS went above and beyond for you, and you would like to let us know, ask to speak with the Supervisor or an Officer in Charge so we can officially recognize the employee.

If you feel you have been mistreated in any way, ask to speak with the Supervisor or Officer in Charge. This will initiate the investigative process.

- You will be provided a Complaint Control Form to document your complaint and facilitate an investigation.
- Any complaint against any DPS employee(s) will be fully investigated.
- Your complaint will be acknowledged in writing.
- You will be notified in writing of the outcome. There are four possible conclusions of fact:
 1. Unfounded - The act did not occur or did not involve DPS employees.
 2. Exonerated - The Act did occur but employee actions were proper and not found to be in violation of Department regulations.
 3. Not Sustained - The investigation did not reveal any information that would prove or disprove the allegation(s).
 4. Sustained - The investigation revealed that there are sufficient facts to clearly support the allegations made in the complaint.
- If you have any questions about this process, please contact Steven Carl, Associate Vice President for Public Safety at Ext. 7267 or sb.carl@assumption.edu

