

**For additional information  
about the complaint  
process, please contact**

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Lansing Police Department  
Office of Internal Affairs  
120 West Michigan Avenue  
Lansing, MI 48933  
(517) 483-4804

Email Address

[LPDinternalaffairs@lansingmi.gov](mailto:LPDinternalaffairs@lansingmi.gov)

Web Site Address

<https://lansingmi.gov/477/Internal-Affairs>

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Lansing Police Department  
Supervisor  
(517) 483-4600

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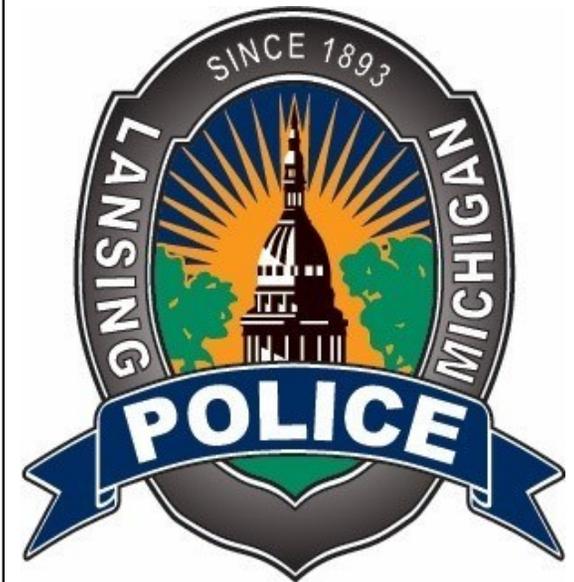
City of Lansing  
Commission Investigator  
8th Floor, City Hall  
124 West Michigan Avenue  
Lansing, MI 48933  
(517) 483-4002



Andy Schor, Mayor

# LANSING POLICE DEPARTMENT

## Office of Internal Affairs



## Citizen Complaint Process

# Office of Internal Affairs

The Office of Internal Affairs (OIA) was created in 1974. The office investigates alleged violations of Departmental Rules, Policies, Procedures, and Civilian Complaints against Lansing Police Department employees.

In addition to complaints, the OIA monitors Use of Force, Vehicle Pursuits, Firearm Discharges, Vehicle Accidents, Early Warning System, Commendations and other reported activities which bear on the performance of the Police Department.

## Commission Investigator

The City of Lansing created the position of an Independent Civilian Investigator in 1999. The Commission Investigator works for the Police Commission. The Investigator's duties are to monitor and process citizen complaints. The Commission Investigator's office is located on the 4th Floor of City Hall at 124 West Michigan Avenue in Lansing.

## Complaints

Any person, regardless of age, residence, citizenship or the nature of the complaint, may file a complaint against the Lansing Police Department. A complaint may be filed by letter, telephone, in person, by email, or through a parent or a guardian. No "third party" complaints can be accepted for those above the age of consent.

## Complaints may be filed with the

- Lansing Police Department Office of Internal Affairs (517) 483-4804 or by email: [Office of Internal Affairs](#)
- Lansing Police Department Supervisor (517) 483-4600
- Commission Investigator (517) 483-4002
- City of Lansing Human Relations and Community Services Division (517) 483-4477
- Lansing Mayor's Office at (517) 483-4141

## Filing a Complaint

You will be asked to provide the details of your complaint. You may be requested for an interview. Your complaint can also be taken by phone or email.

Complaints must be filed within 60 days of the incident, however, it is better to file as soon as possible. It may be difficult to prove the complaint or interview witnesses if you wait.

A complaint can be withdrawn at any time. But, depending on the nature of the complaint, an investigation may continue and result in discipline if appropriate.

## Commend an Employee

LPD is proud of its employees. It's very rewarding to everyone in our Department to know that people appreciate their hard work and dedication. If you would like to commend the actions of an employee or employees of the Department, we'd like to hear about your experience so we can pass your comments on to the appropriate people who were involved. Please click on the link located on the Office of Internal Affairs web page at <https://lansingmi.gov/477/Internal-Affairs> to fill out the Employee Commendation form and click submit, email us at [Office of Internal Affairs](#) or send your commendation in writing to Lansing Police Department Office of Internal Affairs, 120 W. Michigan Avenue, Lansing, MI 48933.

## Complaint Investigation

You may file an informal or formal complaint. You may be contacted to provide additional information or answer questions about your complaint. Others, who have information about your complaint, may also be contacted.

Every effort will be made to complete each investigation within 90 days. You are welcome to call anytime about the status of your complaint.

After the investigation is completed, you will be informed, in writing, about the results. The results will include one of the following:

- **Sustained** - The Investigators found sufficient evidence to support the complaint. Discipline may result.
- **Not Sustained** - The investigators did not find sufficient information to prove or disprove the complaint.
- **Exonerated** - The Investigators revealed the alleged act occurred but was justified, lawful and proper.
- **Unfounded** - The Investigators proved that the allegation was false and did not occur.
- **Policy Failure** - The Investigators proved the action was justified by policies or procedures which were not sufficient to protect the public interest. The investigators will recommend policy or procedural changes.

In the event that new evidence or an error is found in the manner in which the investigation was conducted, you may request that the investigators review your complaint again.