

## Mission Statement

The mission of the Office of Professional Standards is to protect and serve the public, the employee, and the department through fair, thorough, and proactive investigations of alleged misconduct, while preserving the spirit of aloha. This mission is intended to accomplish three objectives:

### *PROTECTION OF THE PUBLIC*

by investigating allegations of misconduct by police department personnel, recommending changes in procedures, and identifying training needs to provide the highest quality of police service.

### *PROTECTION OF THE EMPLOYEE*

against false or malicious allegations of misconduct by ensuring fairness and accuracy in all investigations.

### *PROTECTION OF THE DEPARTMENT*

by identifying employees engaging in misconduct and taking appropriate action to maintain the overall veracity and positive reputation of the Hawai'i Police Department.



## Contact Numbers

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The Hawai'i Police Department is committed to providing the highest quality of police service to the residents and visitors of the Big Island of Hawai'i. To ensure that our values of Aloha, Kuleana, Pono and Lōkahi are met, I encourage you to report your complaints and compliments.

Reed K. Mahuna  
Police Chief



[www.hawaiipolice.gov](http://www.hawaiipolice.gov)

# Hawai'i Police Department



## Office of Professional Standards

*Aloha · Kuleana · Pono  
Lōkahi*

## **If You Have a Complaint**

If you feel an officer or other employee of the Hawai'i Police Department has acted improperly, you may file a complaint:

Complaints are categorized as:

Formal - A *Formal* complaint shall be written and notarized as required by the police union's collective bargaining agreement.

Informal - An *Informal* complaint may be received anonymously, in writing, verbally, or through a third party.

## **FREQUENTLY ASKED QUESTIONS**

*How do I file a complaint against an officer or employee of the Hawai'i Police Department?*

Complaints are accepted at all police stations. You may speak to any supervisor or District Commander for assistance in filing a complaint.

The Hawai'i Police Commission also accepts complaints if filed within 90 days of the incident and if the officer was on-duty when the incident occurred.

*What happens to my complaint?*

All formal complaints filed with the Hawai'i Police Department are reviewed by the Office of Professional Standards.

If the complaint is a procedural violation or involves a minor conduct violation, the complaint is normally referred to the officer/employee's commander for investigation.

If the allegations involve criminal conduct or serious misconduct, the investigation is conducted by the Office of Professional Standards. A criminal investigation may be conducted by the Criminal Investigation Section.

Informal complaints may be handled by the officer/employee's supervisor.

*What happens after the complaint is investigated?*

The officer/employee's supervisor or commander assigned to investigate the complaint will make a recommendation to the Police Chief as to the disposition of the complaint.

Complaints investigated by the Office of Professional Standards are reviewed by the Police Chief. The Police Chief, after reviewing the investigative report, may take disciplinary action or send the report to an Administrative Review Board (ARB) to determine the appropriate disposition.

The recommendation is then forwarded to the Police Chief.

The Police Chief makes all final determinations as to discipline.

*How long does it take to complete my complaint investigation?*

The investigation of complaints made directly to the Police Department is often completed within 60 days or less. However, it could take longer depending on the complexity of the case, availability of witnesses, etc.

*Will I be notified of the results of the investigation?*

In an informal complaint you may not be notified as to the result of your complaint unless you specifically request to be notified.

In a formal complaint both you and the officer/employee are notified of the results in writing.

We take allegations of employee misconduct seriously; consequently, if the investigation reveals the complaint was made maliciously, in bad faith, or with knowledge that the accusation was false, action will be taken to prosecute the complainant for making a false report.

