

The Indiana State Excise Police (ISEP) Office of Professional Standards (OPS) Unit will act to preserve public trust and confidence in the Department by conducting thorough and impartial investigations of alleged employee misconduct, by providing proactive measures to prevent misconduct, and by always maintaining the highest standards of fairness and respect towards citizens and employees.

Citizen Complaint Process

It is the policy of the Indiana State Excise Police to promptly investigate allegations of wrong-doing by the department members and to take appropriate action as to discipline, policy change, or exoneration. A complaint means that someone is dissatisfied with our performance. If we are doing something wrong, the complainant will help the department recognize and ultimately rectify the wrong-doing. It is the intent of the Indiana State Excise Police to provide the citizens of Indiana with only the highest quality of law enforcement services.

How do I initiate a complaint against an Officer?

Citizens can call the Office of Professional Standards or the respective district office where the allegation occurred, write a letter addressed to: Indiana State Excise Police, Office of Professional Standards, or fill out the Citizen Complaint Form (available at the district office locations or online) and mail it to the address below. Forms may be accessed online at <https://www.in.gov/atc/isepl/>.

Must I give my name to file a complaint?

No. Anonymous complaints, or complaints from citizens who expressly request their names to be held in confidence, shall be accepted. However, when an anonymous complaint is made against an employee and there is not corroborative evidence of any kind, the complaint shall be classified as unfounded. Also, if the complaint results in a criminal or civil action against the officer, you may be subpoenaed into court, and a name will be required at that time.

How long will the investigation take?

Minor complaints are often handled immediately. As a general rule, the investigation of serious charges should be concluded within 45 days (unless circumstances necessitate additional time).

What will happen to the officer?

If the investigation reveals misconduct the officer will be disciplined according to the seriousness of the rule violation. Disciplinary actions range from oral reprimand to suspension and in extreme cases, termination. If the allegation is criminal in nature, the case will be presented for prosecution. Other appropriate remedies include policy change and remedial training.

How are the people involved notified?

The complainant is notified by letter of the results and findings of the investigation. The officer involved and the officer's supervisor will receive a copy of the letter sent to the complainant that describes the results and findings of the investigation. The employee involved can appeal certain disciplinary action.

Need I be concerned about possible retaliation for making a complaint against an officer?

No. It is essential that public confidence be maintained. Retaliation is strictly prohibited.

How do I commend an officer for actions deemed beyond the call of duty?

Citizens may call the OPS, e-mail, or write a letter.
