

Standards for Campus Security Agencies

The following Campus Security standards are being posted for client comment based on suggested revisions to the comparable Communications Standards by the APCO Advisory Group:

10.1.1 (M M M M) (CS1) Position Management Control Process

25.1.4 (M M M M) (CS1) Complaint and/or Commendation Registration Procedures

25.2.2 (M M M M) (CS1) CEO Notification

25.2.4 (M M M M) Complainant Notification Process



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10.1.1 (CS1)

(M M M M) (CS1) Position Management ~~System~~ Control Process

The agency has a position management ~~system~~ control process, which provides the following information:

- a. the number and type of each position authorized in the agency's budget;
- b. location of each authorized position within the agency's organizational structure; and
- c. position status information, whether filled or vacant, for each authorized position in the agency.



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25.1.4 (CS1)

(M M M M) (CS1) ~~Complaint/Commendation~~ Complaint and/or Commendation Registration Procedures

The procedures to register complaints against, or to commend, the agency or its employees are made available to the public.

Commentary

Procedures for registering complaints and/or commendation should be made available to the community through the media or the agency's community relations programs. This information should also be disseminated to all agency employees. (M M M M) (CS1)



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25.2.2 (CS1)

(M M M M) (CS1) CEO Notification

A written directive specifies the procedures, **with timelines**, for notifying the agency's chief executive officer of complaints against the agency or its employees.

Commentary

The directive should specify the nature of those complaints that should be brought immediately to the attention of the agency's chief executive officer and ~~that can be postponed to a later time~~

notifications that are conducted through normal operations where the update can be provided during routine processes. (M M M M) (CS1)



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25.2.4

(M M M M) **Informing** Complainant **Notification Process**

The agency ~~keeps the complainant informed concerning the status of a complaint~~ **has a written directive that describes the complainant notification process** to include, at a minimum:

- a. verification of receipt that the complaint has been received for processing;
- b. periodic status reports; and
- c. notification of the results of the investigation upon conclusion.

Commentary

The verification, usually in the form of a documented **a phone call, email,** ~~documented receipt, or letter,~~ **or other method of notification** ~~furnished~~ **provided** to **persons** the person initiating **complaints** a complaint alleging misconduct on the part of the agency or an agency employee may contain a description of the investigative process. The status of investigations should be communicated to the complainant, although the degree of specificity of the notice is left to the discretion of the agency. This standard does not apply to anonymous complaints. **(M M M M)**