

Standards for Public Safety Training Academies

The following Training Academy standards are being posted for client comments based on suggested revisions by the APCO Advisory Group to the comparable Communications Standards:

2.3.2 (M) CEO Notification

2.3.6 (O) Complainant Notification Process

*New 2.3.11 (M) Complaint and/or Commendation Registration Procedures

*New 4.1.4 (M) Position Management Control Process



Post for Comment



2.3.2

(M) CEO Notification

A written directive specifies the procedures, with timelines, for notifying the chief executive officer of the academy or the applicable governing body regarding complaints.

Commentary

The directive should specify the nature of those complaints that should be brought immediately to the attention of the chief executive officer or the applicable governing body and those notifications that are conducted through normal operations where the update can be provided during routine processes.

(M)



Post for Comment



2.3.6

(O) **Complaint-Complainant Notification Process**

The academy 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. ~~a schedule for~~ **periodic** status ~~notification to the complainant~~ **reports**; and
- c. notification the investigation has concluded.

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.



Post for Comment



x.x.x (2.3.11)

(M) Complaint and/or Commendation Registration Procedures

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

Commentary

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



Post for Comment



4.1.4

(M) Position Management Control Process

The academy has a position management control process, which provides the following information:

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