



COMPLAINT REPORT – 2024

Bunker Hill Community College Office of
Public Safety and Campus Police —
Proactive Integrity Initiative

2024 COMPLAINT REPORT

The Bunker Hill Community College Office of Public Safety and Campus Police is a Community Policing based department. Through strong partnerships with the College's students, staff and faculty, we work to maintain a safe learning environment for all.

In 2020, the Bunker Hill Community College Police Department launched the Proactive Integrity Initiative. As part of this initiative, the Department seeks to demonstrate a high-level of professional performance, enhance and maintain the integrity of the Department, and continue to increase community confidence in its operations.

The Proactive Integrity Initiative utilizes the following key principles:

1. Ongoing efforts to enhance department integrity and transparency;
2. Implementation of strategies that prevent bias-based policing;
3. Consistent efforts to sustain accountability and supervision of personnel;
4. Collecting and analyzing complaints.

As part of this initiative, the Office of Public Safety and Campus Police files all statistics from all complainants and utilizes that information to continue to help the Department improve. The Department is taking a proactive role in promoting agency and officer integrity by assessing our interactions with the public, providing valuable officer in-service training programs and taking the steps to remain a transparent agency.

At the Office of Public Safety and Campus Police, we believe in fair and impartial policing in service of all community members. We work diligently to build and sustain trust and positive relationships with the diverse community we serve at Bunker Hill Community College, and as communities across the U.S. continue to contend with racism, we support the College's mission to confront racial injustice.

COMPLAINT FINDINGS AND DISPOSITIONS:

- **Sustained:** complaint/allegation was valid and supported by sufficient evidence.
- **Non-Sustained:** insufficient evidence to either prove or disprove allegation.
- **Unfounded:** allegation of the complaint, or incident are false and not factual.
- **Exonerated:** incident occurred; however, the officer's action(s) was/were lawful, proper.

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THE BELOW INFORMATION IS BASED ON DATA COLLECTED FROM JANUARY 1, 2023 TO
DECEMBER 31, 2023

INCIDENT #	MONTH	INVESTIGATION	FINDING
		NO COMPLAINTS REPORTED	

The Office of Public Safety and Campus Police is committed to providing quality services to the community in a professional and courteous manner.

Day to day, our officers perform commendable acts of service for the community and we encourage community members to submit commendation recommendations to share information about the positive experiences and interactions they have had with our officers. This can be done by visiting our website ([Commendation Recommendation Form](#)).

Also, if a member of the public has been stopped by a member of the Office of Public Safety and Campus Police, and they are unsure of the reason or validity of the stop, we invite them to inquire about it. They may do so by filing an inquiry form found on our website ([Motor Vehicle Stop Inquiry Form](#)) which will provide us with the details of the stop and a way to contact them.

Our department willingly receives and promptly investigates inquiries and complaints regarding the conduct of officers, or department procedures and services. Complaints are investigated fairly and impartially.

This can be accomplished by stopping by and obtaining a form at the following locations and then mailing or dropping it off to the Office of Public Safety and Campus Police; or online at our website: ([Complaint Form](#))

- Office of Public Safety and Campus Police
250 New Rutherford Ave – A-200
Charlestown, MA 02129

Every complaint is investigated by the Deputy Chief of Police with a final review done by the Chief of Police.