



2017 Complaints- Statistical Summary



As members of Cuyahoga Community College, Campus Police and Security Services we strive to provide the highest possible level of services to our college community in a prompt, courteous and professional manner. Unfortunately from time to time, we may fall short of this goal. When we do, we want to hear about it, so that we can take the necessary measures to correct deficiencies and improve our services.

If you have any complaints either regarding the services this department provides or the actions of any member of this department, please come in to one of our offices or call us at (216) 987-4325.

When you contact us, a supervisor will discuss your complaint with you and promptly initiate an investigation into the matter. Not only will every complaint be investigated, but we will also keep you informed of the status of the investigation until the final disposition of our complaint.

2017 Complaint Statistics

Date	Complaint	Disposition
06-21-2017	Confidentiality/Integrity	Sustained
08-26-2017	Misconduct	Unfounded
10-02-2017	Conduct and Courtesy	Sustained
10-03-2017	Officer Professionalism	Sustained
11-30-2017	Conduct	Founded
12-12-2017	Misconduct	Unfounded





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2016 Complaint Statistics

Date	Complaint	Disposition
02-02-2016	Conduct	Sustained
02-03-2016	Conduct	Sustained
02-03-2016	Conduct	Sustained
02-03-2016	Conduct/Customer Service	Unfounded
04-06-2016	Customer Service/Courtesy	Sustained
05-19-2016	Misconduct	Not Sustained
04-28-2016	Harassment	Unfounded
8-5-2016	Courtesy	Sustained
9-14-2016	Customer Service	Sustained
12-7-2016	Conduct	Sustained
09-06-2016	Biased Based	Unfounded
09-10-2016	Customer Service	Sustained
10-26-2016	Customer Service/Conduct	Sustained





2015 Complaints- Statistical Summary

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2015 Complaint Statistics

Date	Complaint	Disposition
06-15-2015	Service Complaint	Not Sustained
09-29-2015	Customer Service	Sustained

