

CHAPTER 35
COMPLAINTS AGAINST EMPLOYEES

[Prior to 11/8/06, see 661—Ch 9]

661—35.1(80) Definitions. The following definitions apply to rules 661—35.1(80) through 661—35.3(80):

“*Complaint*” means an allegation by any person of a breach of rules or orders, a violation of the law, or other misconduct by an employee of the department.

“*Department*” means the Iowa department of public safety.

“*Employee*” means any employee of the department.

661—35.2(80) Filing a complaint.

35.2(1) Any person may file a complaint against an employee or employees by:

a. Mailing a complaint in writing to the professional standards bureau, at the following address:

Professional Standards Bureau
Iowa Department of Public Safety
State Public Safety Headquarters Building
215 East 7th Street
Des Moines, Iowa 50319

Complaints in writing may be mailed or submitted to any office of the department.

b. Calling the professional standards bureau at (515)725-6270, or by calling any office of the department.

c. Completing the commendation/complaint form online on the website of the department.

NOTE: The complaint form may be found at the following location: [stateofiowa.seamlessdocs.com/f/PSB Complaint Form](http://stateofiowa.seamlessdocs.com/f/PSB%20Complaint%20Form).

35.2(2) The complainant should describe as specifically and completely as possible the nature of the complaint and the details of any incident or incidents which give rise to the complaint.

35.2(3) Each complaint received will be recorded and investigated.

35.2(4) The complainant need not be identified. Anonymous complaints will be accepted and investigated as thoroughly as possible.

[Editorial change: IAC Supplement 6/17/09; Editorial change: IAC Supplement 9/8/21]

661—35.3(80) Notification to complainant. The professional standards bureau shall provide any identified complainant with a written receipt of the complaint and may provide additional information regarding the complaint and its disposition as permitted by law.

These rules are intended to implement Iowa Code chapter 80.

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