

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  
Wallace State Office Building  
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)281-5524, or by calling any office of the department.

*c.* Completing the commendation/complaint form on line on the Web site of the department.

NOTE: The complaint form may be found at the following location:  
[www.dps.state.ia.us/commis/psb/complaint.shtml](http://www.dps.state.ia.us/commis/psb/complaint.shtml).

**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.

**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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