

**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_Complaint_Form).

**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.

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