

## Personnel Complaints / Disciplinary System

### 1008.1 PURPOSE AND SCOPE

This policy provides guidelines for the reporting, investigation and disposition of complaints regarding the conduct of members of the Auburn Police Department. This policy shall not apply to any questioning, counseling, instruction, informal verbal admonishment or other routine or unplanned contact of a member in the normal course of duty, by a supervisor or any other member, nor shall this policy apply to a criminal investigation.

#### 1008.1.1 DEFINITIONS

**Discipline** - Discipline in the workplace is the means by which an organization ensures adherence to established policy and procedural guidelines, directives and goals. The purpose of discipline is to correct behavior. It is not intended to embarrass an employee.

**Positive Discipline** - All efforts apart from punishment made by a supervisor to correct behavior of an employee. Positive discipline is meant to be corrective and/or educational, including both informal and formal training. The purpose of positive discipline is to encourage an employee's compliance with the established policies and procedures of the department.

**Negative Discipline** - Is the issuance of punishment or sanctions for inappropriate conduct or unsatisfactory performance. Negative discipline may involve written reprimands, loss of pay or leave, suspension, demotion or dismissal.

**Formal Discipline** - Disciplinary action through the process mandated by the Section 75 in accordance with the New York State Civil Service Law and the Collective Negotiations Agreement with the Police Union local 195/Council 82.

### 1008.2 POLICY

The Auburn Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of its members.

The Department will accept and address all complaints of misconduct in accordance with this policy and applicable federal, state and local law and municipal and county rules and the requirements of any collective bargaining agreements.

It is also the policy of this department to ensure that the community can report misconduct without concern for reprisal or retaliation.

### 1008.3 PERSONNEL COMPLAINTS

Personnel complaints include any allegation of misconduct or improper job performance that, if true, would constitute a violation of department policy or federal, state or local law, policy or rule. Personnel complaints may be generated internally or by the public.

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Inquiries about conduct or performance that, if true, would not violate department policy or federal, state or local law, policy or rule may be handled informally by a supervisor and shall not be considered a personnel complaint. Such inquiries generally include clarification regarding policy, procedures or the response to specific incidents by the Department.

#### 1008.3.1 COMPLAINT CLASSIFICATIONS

Personnel complaints shall be classified in one of the following categories:

**Informal** - A matter in which the Shift Commander is satisfied that appropriate action has been taken by a supervisor of rank greater than or equal to the accused member.

**Formal** - A matter in which a supervisor determines that further action is warranted. Such complaints may be investigated by a supervisor of rank greater than the accused member or referred to the Administration, depending on the seriousness and complexity of the investigation.

**Incomplete** - A matter in which the complaining party either refuses to cooperate or becomes unavailable after diligent follow-up investigation. At the discretion of the assigned supervisor or the Administration, such matters may be further investigated depending on the seriousness of the complaint and the availability of sufficient information.

#### 1008.3.2 SOURCES OF COMPLAINTS

The following applies to the source of complaints:

- (a) Individuals from the public may make complaints in any form, including in writing, by email, in person, via the department website or by telephone.
- (b) Any department member becoming aware of alleged misconduct shall immediately notify a supervisor.
- (c) Supervisors shall initiate a complaint based upon observed misconduct or receipt from any source alleging misconduct that, if true, could result in disciplinary action.
- (d) Anonymous complaints should be accepted and investigated to the extent that sufficient information is provided and able to be verified
- (e) Tort claims and lawsuits may generate a personnel complaint.

#### 1008.4 AVAILABILITY AND ACCEPTANCE OF COMPLAINTS

##### 1008.4.1 ACCEPTANCE

All complaints will be courteously acknowledged by any department member and promptly referred to the appropriate supervisor. Although written complaints are preferred, a complaint may also be filed orally, either in person or by telephone. Such complaints will be directed to a supervisor. If a supervisor is not immediately available to take an oral complaint, the receiving member shall obtain contact information sufficient for the supervisor to contact the complainant. The supervisor, upon contact with the complainant, shall complete and submit a citizen complaint form via the chain of command to the Office of Chief of Police.

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Although not required, complainants should be encouraged to file complaints in person so that proper identification, signatures, photographs or physical evidence may be obtained as necessary.

#### **1008.4.2 PROCEDURE TO FILE A COMPLAINT**

A personnel complaint may be presented to the department in person, by telephone, e-mail, department website complaint form, fax or by letter. No department employee shall attempt to discourage, interfere or delay an individual from making a complaint. Every effort shall be made to facilitate the making of a complaint by ensuring the process is convenient, courteous and prompt. No department employee shall be subjected to any criticism, retaliation or reprisal for accepting or initiating a complaint.

#### **1008.5 DOCUMENTATION**

Supervisors shall ensure that all formal complaints are documented on a complaint form. The supervisor shall ensure that the nature of the complaint is defined as clearly as possible.

#### **1008.6 ADMINISTRATIVE INVESTIGATIONS**

Allegations of misconduct will be administratively investigated as follows.

##### **1008.6.1 SUPERVISOR RESPONSIBILITIES**

In general, the primary responsibility for the investigation of a personnel complaint shall rest with the member's immediate supervisor, unless the supervisor is the complainant, or the supervisor is the ultimate decision-maker regarding disciplinary action or has any personal involvement regarding the alleged misconduct. The Chief of Police or the authorized designee may direct that another supervisor investigate any complaint.

A supervisor who becomes aware of alleged misconduct shall take reasonable steps to prevent aggravation of the situation.

The responsibilities of supervisors include, but are not limited to:

- (a) Ensuring that upon receiving or initiating any formal complaint, a complaint form is completed.
  - 1. The original complaint form will be directed to the Shift Commander of the accused member, via the chain of command, who will take appropriate action and/or determine who will have responsibility for the investigation.
  - 2. In circumstances where the integrity of the investigation could be jeopardized by reducing the complaint to writing or where the confidentiality of a complainant is at issue, a supervisor shall orally report the matter to the member's Commander or the Chief of Police, who will initiate appropriate action.
- (b) Responding to all complaints in a courteous and professional manner.
- (c) Resolving those personnel complaints that can be resolved immediately.

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1. Follow-up contact with the complainant should be made within 48 hours of the Department receiving the complaint.
  2. If the matter is resolved and no further action is required, the supervisor will note the resolution on a complaint form and forward the form to the Shift Commander.
- (d) Ensuring that upon receipt of a complaint involving allegations of a potentially serious nature, the Shift Commander and Chiefs of Police are notified via the chain of command as soon as practicable.
- (e) Promptly contacting the Shift Commander for direction regarding the supervisor's role in addressing a complaint that relates to sexual, racial, ethnic or other forms of prohibited harassment or discrimination.
- (f) Forwarding unresolved personnel complaints to the Shift Commander, who will determine whether to contact the complainant or assign the complaint for investigation.
- (g) Investigating a complaint as follows:
1. Making reasonable efforts to obtain names, addresses and telephone numbers of witnesses.
  2. When appropriate, ensuring immediate medical attention is provided and photographs of alleged injuries and accessible uninjured areas are taken.
- (h) Ensuring that the procedural rights of the accused member are followed.
- (i) Ensuring interviews of the complainant are generally conducted during reasonable hours.

#### Responsibilities of Supervisory Members Procedure

#### Non-Punitive Discipline

#### Punitive Discipline

**1008.6.2 ADMINISTRATIVE INVESTIGATION PROCEDURES UNDER CIVIL SERVICE LAW**  
Whether conducted by a supervisor or a member of the Administration, the following applies to employees covered by Civil Service Law (Civil Service Law § 75):

- (a) Interviews of an accused employee shall be conducted during reasonable hours and preferably when the employee is on-duty. If the employee is off-duty, he/she shall be compensated.
- (b) Unless waived by the employee, interviews of an accused employee shall be at the Auburn Police Department or other reasonable and appropriate place.
- (c) No more than two interviewers should ask questions of an accused employee.
- (d) Prior to any interview, an employee should be informed of the nature of the investigation.
- (e) All interviews should be for a reasonable period and the employee's personal needs should be accommodated.

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- (f) No employee should be subjected to offensive or threatening language, nor shall any promises, rewards or other inducements be used to obtain answers.
- (g) Any employee refusing to answer questions directly related to the investigation may be ordered to answer questions administratively and may be subject to discipline for failing to do so.
  - 1. An employee should be given an order to answer questions in an administrative investigation that might incriminate the employee in a criminal matter only after the employee has been given a *Garrity* advisement. Administrative investigators should consider the impact that compelling a statement from the employee may have on any related criminal investigation and should take reasonable steps to avoid creating any foreseeable conflicts between the two related investigations. This may include conferring with the person in charge of the criminal investigation (e.g., discussion of processes, timing, implications).
  - 2. No information or evidence administratively coerced from an employee may be provided to anyone involved in conducting the criminal investigation or to any prosecutor.
- (h) The interviewer should record all interviews of employees and witnesses. The employee may also record the interview.
- (i) All employees subjected to interviews that could result in discipline have the right to have a certified or recognized union representative present during the interview. However, in order to maintain the integrity of each individual's statement, involved employees shall not consult or meet with a representative or attorney collectively or in groups prior to being interviewed.
  - (a) The employee shall be informed in advance and in writing of the right to representation.
  - (b) If the employee is unable to find representation within a reasonable time, the interview will proceed.
- (j) When an employee is ordered by a supervisor to complete a written report during an administrative investigation the employee shall complete and submit such report without unnecessary delay
- (k) All employees shall provide complete and truthful responses to questions posed during interviews.
- (l) No employee may be compelled to submit to a psychological stress evaluator examination, nor shall any refusal to submit to such examination be mentioned in any investigation (Labor Law § 735).

#### 1008.6.3 NOTICE OF CHARGES

Any charges brought against an employee shall be in writing and within the time frame prescribed by law and the collective bargaining agreement (Civil Service Law § 75).

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#### 1008.6.4 ADMINISTRATIVE INVESTIGATION FORMAT

Formal investigations of personnel complaints shall be thorough, complete and essentially follow this format:

**Introduction** - Include the identity of the members, the identity of the assigned investigators, the initial date and source of the complaint.

**Synopsis** - Provide a brief summary of the facts giving rise to the investigation.

**Summary** - List the allegations separately, including applicable policy sections, with a brief summary of the evidence relevant to each allegation. A separate recommended finding should be provided for each allegation.

**Evidence** - Each allegation should be set forth with the details of the evidence applicable to each allegation provided, including comprehensive summaries of member and witness statements. Other evidence related to each allegation should also be detailed in this section.

**Conclusion** - A recommendation regarding further action or disposition should be provided.

**Exhibits** - A separate list of exhibits (e.g., recordings, photos, documents) should be attached to the report.

#### 1008.6.5 DISPOSITIONS

Each personnel complaint shall be classified with one of the following dispositions:

**Unfounded** - When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within the classification of unfounded.

**Exonerated** - When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

**Not sustained** - When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

**Sustained** - When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

If an investigation discloses misconduct or improper job performance that was not alleged in the original complaint, the investigator shall take appropriate action with regard to any additional allegations.

#### 1008.6.6 COMPLETION OF INVESTIGATIONS

Every investigator or supervisor assigned to investigate a personnel complaint or other alleged misconduct shall proceed with due diligence in an effort to complete the investigation within one year from the date of discovery by an individual authorized to initiate an investigation.

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#### 1008.6.7 NOTICE TO COMPLAINANT OF INVESTIGATION STATUS

The member conducting the investigation should provide the complainant with periodic updates on the status of the investigation, as appropriate.

#### 1008.7 ADMINISTRATIVE SEARCHES

Assigned lockers, storage spaces and other areas, including desks, offices and vehicles, may be searched as part of an administrative investigation upon a reasonable suspicion of misconduct.

Such areas may also be searched any time by a supervisor for non-investigative purposes, such as obtaining a needed report, radio or other document or equipment. Prior to conducting such a search, a supervisor will make an attempt to notify the affected employee.

#### 1008.8 ADMINISTRATIVE LEAVE

When a complaint of misconduct is of a serious nature, or when circumstances indicate that allowing the accused to continue to work would adversely affect the mission of the Department, the Chief of Police or the authorized designee may temporarily assign an accused employee to administrative leave. Any employee placed on administrative leave:

- (a) May be required to relinquish any department badge, identification, assigned weapons and any other department equipment.
- (b) Shall be required to continue to comply with all policies and lawful orders of a supervisor.
- (c) May be temporarily reassigned to a different shift, generally a normal business-hours shift, during the investigation. The employee may be required to remain available for contact at all times during such shift, and will report as ordered.
- (d) May be on leave without pay for no more than 30 days (Civil Service Law § 75).

#### 1008.9 CRIMINAL INVESTIGATION

Where a member is accused of potential criminal conduct, a separate supervisor or investigator shall be assigned to investigate the criminal allegations apart from any administrative investigation. Any separate administrative investigation may parallel a criminal investigation.

The Chief of Police shall be notified as soon as practicable when a member is accused of criminal conduct. The Chief of Police may request a criminal investigation by an outside law enforcement agency.

A member accused of criminal conduct shall be provided with all rights afforded to a civilian. The member should not be administratively ordered to provide any information in the criminal investigation.

The Auburn Police Department may release information concerning the arrest of any member, including an officer that has not led to a conviction. No disciplinary action should be taken until an independent administrative investigation is conducted.

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#### **1008.10 POST-ADMINISTRATIVE INVESTIGATION PROCEDURES**

Upon completion of a formal investigation, an investigation report should be forwarded to the Chief of Police through the chain of command. Each level of command should review the report and include their comments in writing before forwarding the report. The Chief of Police may accept or modify any classification or recommendation for disciplinary action.

##### **1008.10.1 DIVISION/SHIFT COMMANDER RESPONSIBILITIES**

Upon receipt of any completed personnel investigation, the Division/Shift Commander of the involved member shall review the entire investigative file, the member's personnel file and any other relevant materials.

The Commander may make recommendations regarding the disposition of any allegations and the amount of discipline, if any, to be imposed.

Prior to forwarding recommendations to the Chief of Police, the Commander may return the entire investigation to the assigned investigator or supervisor for further investigation or action.

When forwarding any written recommendation to the Chief of Police, the Commander shall include all relevant materials supporting the recommendation. Actual copies of a member's existing personnel file need not be provided and may be incorporated by reference.

##### **1008.10.2 OFFICE OF CHIEF OF POLICE RESPONSIBILITIES**

Upon receipt of any written recommendation for disciplinary action, the Office of Chief of Police shall review the recommendation and all accompanying materials. The Office of Chief of Police may modify any recommendation and/or may return the file to the Division/Shift Commander for further investigation or action.

Once the Office of Chief of Police is satisfied that no further investigation or action is required by staff, the Office of Chief of Police shall determine the amount of discipline, if any, that should be imposed. In the event disciplinary action is proposed, the Office of Chief of Police shall provide the employee with a written notice that includes the reasons for the proposed disciplinary action and a copy of the charges (Civil Service Law § 75, Collective Bargaining Agreement).

The employee shall be given an opportunity to respond in writing to the Office of Chief of Police within eight working days of receiving the notice.

Once the employee has completed his/her response, or if the employee has elected to waive any such response, the Office of Chief of Police shall consider all information received in regard to the recommended discipline. The Office of Chief of Police shall render a timely written decision in accordance with the CBA to the employee and specify the grounds and reasons for discipline and the effective date of the discipline. Once the Office of Chief of Police has issued a written decision, the discipline shall become effective.

##### **1008.10.3 PRE-DISCIPLINE EMPLOYEE RESPONSE**

The pre-discipline process is intended to provide the accused employee with an opportunity to present a written or oral response to the Chief of Police after having had an opportunity to review



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the supporting materials and prior to imposition of any recommended discipline. The employee shall consider the following:

- (a) The response is not intended to be an adversarial or formal hearing.
- (b) Although the employee may be represented by an uninvolved representative or legal counsel, the response is not designed to accommodate the presentation of testimony or witnesses.
- (c) The employee may suggest that further investigation could be conducted or the employee may offer any additional information or mitigating factors for the Chief of Police to consider.
- (d) In the event that the Chief of Police elects to conduct further investigation, the employee shall be provided with the results prior to the imposition of any discipline.
- (e) The employee may thereafter have the opportunity to further respond orally or in writing to the Chief of Police on the limited issues of information raised in any subsequent materials.

#### **1008.10.4 HEARING BY HEARING OFFICER**

The hearing shall be conducted by the designated hearing officer as provided in Civil Service Law § 75 or as otherwise provided in the applicable collective bargaining agreement or personnel rules. The hearing officer shall make a record of the proceedings.

The employee, upon request, may be represented by counsel, or by a representative of a recognized or certified employee organization. The employee shall be allowed to summon witnesses on his/her behalf. Judicial rules of evidence do not apply.

The hearing officer shall consider all information received in regard to the recommended discipline and shall forward his/her recommendations to the Chief of Police.

If the employee is found guilty, a copy of the charges, the employee's written response to the charges, a transcript of the hearing and the determination shall be retained by the Department. A copy shall be filed with the civil service commission having jurisdiction over the employee. A copy shall also be provided to the employee upon request without charge.

#### **1008.10.5 NOTICE OF FINAL DISPOSITION TO THE COMPLAINANT**

The Office of Chief of Police or the authorized designee should ensure that the complainant is notified of the disposition (i.e., sustained, not sustained, exonerated, unfounded) of the complaint.

#### **1008.11 RESIGNATIONS/RETIREMENTS PRIOR TO DISCIPLINE**

In the event that a member tenders a written resignation or notice of retirement prior to the imposition of discipline, it shall be noted in the file. The tender of a resignation or retirement by itself shall not serve as grounds for the termination of any pending investigation or discipline.

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#### **1008.12 POST-DISCIPLINE APPEAL RIGHTS**

Permanent, non-probationary employees have the right to appeal a suspension without pay, punitive transfer, demotion, reduction in pay, or termination from employment. The permanent, non-probationary employees have the right to appeal using the procedures established by Civil Service Law § 76, any collective bargaining agreement and/or personnel rules.

#### **1008.13 PROBATIONARY EMPLOYEES**

Probationary employees may be disciplined and/or released from employment without adherence to any of the procedures set out in this policy, and without notice or cause at any time. These individuals are not entitled to any rights under this policy.

#### **1008.14 RETENTION OF PERSONNEL INVESTIGATION FILES**

All personnel complaints shall be maintained in accordance with the established records retention schedule and as described in the Personnel Records Policy.

[Disciplinary Records Retention](#)

# Responsibilities of Supervisory Members

## 1001.1 RESPONSIBILITIES OF SUPERVISORY MEMBERS

- (a) All supervisory members (members holding the rank of Sergeant or above) are responsible for ensuring that all members of the Department perform their duties in accordance with the policies and procedures, the rules and conduct of the department, and all applicable Federal, State and local laws. Supervisors are required to initiate disciplinary action in response to the acts of commission or omission of personnel who;
  - 1. Are assigned to their command.
  - 2. Are under their supervision.
  - 3. Come to their attention, regardless of assigned division.
- (b) With regard to the discipline process, a supervisor has the responsibility of:
  - 1. Discovering the strengths, efficiencies, weaknesses, deficiencies, failures or overt acts of a subordinate that indicate the need for recognition or corrective action.
  - 2. Investigate and analyze all the factors involved in order to decide the most suitable action.
  - 3. Initiate, investigate, and execute discipline in instances of non-punitive discipline.
  - 4. Recommend, through the chain of command to the Office of Chief of Police, punitive actions that are deemed necessary.
  - 5. Document training and counseling sessions on the appropriate form and forward to the office of the Chief of Police.
- (c) Supervisory members holding the rank of Police Sergeant or above are authorized to initiate discipline for members of this department, regardless of the employee's assigned division, to include:
  - 1. Recommendations for commendation or recognition.
  - 2. Remedial or additional training.
  - 3. Counseling sessions with employees.
- (d) Supervisory members holding the rank of Police Sergeant or above are directed to recommend, through the chain of command to the Office of Chief of Police, the following punitive disciplinary actions:
  - 1. Written reprimand
  - 2. Loss of accrued time
  - 3. Loss of pay
  - 4. Reassignment
  - 5. Suspension

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6. Demotion
7. Dismissal
8. Criminal prosecution

## Non-Punitive Discipline

### 1002.1 NON-PUNITIVE DISCIPLINE

- (a) Supervisory officers shall, whenever practical, employ non-punitive discipline to reinforce or modify a member's behavior. Supervisory officers may employ the following non-punitive disciplinary actions:
  - 1. Training: In cases involving instances of minor violations or misunderstandings of the Policy and Procedures, Rules of Conduct, General Orders, Memorandums, or any other directives whether written or verbal, operating procedures, supervisors shall engage in training as a corrective method of positive discipline. Training activities shall be documented on the department training and counseling session form then forwarded through the chain of command. Completed training and counseling session forms will be placed in the members training file. A Supervisor is expected to continuously teach and train subordinate employees; such training which routinely takes place between a supervisor and a subordinate on an informal ongoing basis does not require said documentation.
  - 2. Counseling: In cases where the member has failed to respond to training, the supervisor shall counsel the member with regard to the unacceptable behavior. During counseling sessions the supervisor shall:
    - (a) Identify and define the behavior to be modified.
    - (b) Review any applicable policies and procedures, general orders or other directives.
    - (c) Clearly explain the behavior expected of the member.
    - (d) Explain the potential consequences of continuing the unacceptable behavior.
    - (e) Document the counseling effort and forward the counseling record through the chain of command so that it can be placed in the members training file.

## Punitive Discipline

### 1003.1 PUNITIVE DISCIPLINE

- (a) In cases involving serious violations of Policy and Procedures, Rules of Conduct, General Orders, Memorandums, or any other directives whether written or verbal, as well violations of law or in those instances in which non-punitive methods have been tried and failed, supervisory members shall recommend to the Office of the Chief of Police punitive measures to correct a member's behavior. Supervisors initiating a recommendation for punitive action shall:
  - 1. Summarize the investigation that was conducted along with supporting documentation on the Auburn Police Department Disciplinary Report.
  - 2. Collect and record facts and potential evidence pertaining to the alleged misconduct or omission. Describe any non-punitive corrective action that has been attempted and has failed. Include any prior similar actions or inaction on the part of the member in question that may relate.
  - 3. Recommend the punitive action to be taken that will likely modify the member's behavior to meet the expectations and standards, as set forth herein, of the Auburn Police Department.
  - 4. The supervisory member shall forward the recommendation for punitive action through the chain of command, ultimately to the Office of the Chief of Police for consideration.
  - 5. Each level of command shall review the case and forward it to the next level with the recommendation that the recommended disciplinary action is:
    - (a) Endorsed, with any additional recommendations.
    - (b) Not Endorsed. If the action is not endorsed, commentary shall be provided to explain the reasons for such decision, and the subsequent recommended action.
    - (c) The Office of the Chief of Police is the final authority regarding punitive discipline and will be responsible for approving, modifying, or disapproving recommendations for punitive actions against members.
    - (d) The Office of Chief of Police shall authorize punitive disciplinary actions and direct the manner in which the disciplinary actions will be executed.
    - (e) When employee misconduct results in formal punitive discipline, the employee will be notified in writing within 5 business days of any action being taken against the employee. These terms are in accordance with Article V of the Collective Negotiations Agreement.

## Disciplinary Records

### 1004.1 DISCIPLINARY RECORDS

- (a) Records of punitive discipline and formal disciplinary actions shall be placed and remain in the employee's personnel file within the Office of the Chief of Police as well as the City of Auburn Civil Service Office.
- (b) Any Employee subject to a disciplinary action, other than an action in which an unpaid suspension occurred, may, after two years from the occurrence, petition the Office of the Chief of Police to have reference from this action removed from their personnel file provided that there have been no subsequent disciplinary action with the employee. This provision is in accordance with article XXII of the Collective Negotiations Agreement.
- (c) Records of training and counseling shall be maintained in the members training file. Such records, as with all other training records, will remain in the employees training file.