

The Memphis International Airport Police Department recognizes its responsibility, both to itself and to the public, to thoroughly investigate all complaints of misconduct brought against its members. To accomplish this task the Police Department has implemented an internal affairs procedure that provides for a diligent, systematic inquiry of complaints received. It is by this process that valid complaints are separated from allegations that are false, so that corrective measures may be utilized to provide quality law enforcement and maintain the community's confidence in the Department.

An individual may make a complaint either in writing, in person or by telephone. The complainant may choose to identify him/herself or remain anonymous.

A complaint may be submitted to any member of the Memphis International Airport Police Department. The complaints received, depending upon their nature, will be forwarded to either the appropriate Shift Supervisor, Division Commander, or Internal Affairs. A written report of the complaint will be made.

A thorough investigation will be conducted of the events surrounding the incident in question.

Citizens who accuse a member of the Police Department of committing a crime, violating a person's civil rights, dereliction of duty or acts of gross misconduct will be given the opportunity to present their complaint to a representative of Internal Affairs. Upon the completion of a thorough investigation, the complainant will be notified by letter from the Chief of Public Safety of the disposition of the complaint. This procedure generally requires three weeks.

Complaints of a lesser nature will be investigated by a noninvolved supervisor who will advise the

complainant of the results upon completion of the investigation.

The department or its members may take legal action against any person who **intentionally makes false or malicious** allegations; however, no action would be sought against any person who acted in good faith.

## SUMMARY OF COMPLAINT PROCEDURES

1. Contact the Memphis International Airport Police Department at:  
  
2491 Winchester Road, Suite 113  
Memphis, TN 38116-3856  
  
Phone: (901) 922-8298
2. The complaint is received, and an investigation is initiated.
3. Complaint will be thoroughly investigated.
4. The complainant will be notified of the results of the investigation.

**The dispositions of complaints are classified as follows:**

**UNFOUNDED:** The investigation indicates that the act(s) complained of did not

occur or were not substantiated by adequate evidence.

**EXONERATED:** The acts did occur, but were justified, lawful, and proper.

**NOT SUSTAINED:** The investigation fails to discover sufficient evidence to clearly prove or disprove the allegations made in the complaint.

**SUSTAINED:** The investigation disclosed preponderance of evidence to reasonably prove the allegations made in the complaint.

**POLICY AMENDMENTS:** Investigation reveals that the alleged acts did occur; however, the officer was acting in accordance with established Department policy, but the policy followed requires modification.

**INFORMATION ONLY:** The complaint will be logged and filed with the Special Services Division with the status of information only.

**There are five types of discipline that may be administered to Police Department members:**

**TRAINING OR COUNSELING:** To

correct and improve employee performance.

**REPRIMAND:** A written statement warning the employee of the consequences of future misconduct of a similar nature.

**SUSPENSION:** Suspension from duty without pay.

**DEMOTION:** A change to a position of lesser responsibility and salary.

**DISMISSAL:** Termination of employment from the Police Department.



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**<https://flymemphis.com/contact/>, or send an email to: [info@flymemphis.com](mailto:info@flymemphis.com), to file a comment, commendation, or complaint or send an email to You may also contact the Department of Public Safety @ 901-922-8298.**

**MEMPHIS INTERNATIONAL AIRPORT POLICE DEPARTMENT**

2491 Winchester Road, Suite 113  
Memphis, Tennessee 38116-3856

(901) 922-8298  
FlyMemphis.com



**President & CEO – Terry Blue**

**Vice President of Operations/COO – Marshall Stevens**

**Director of Airside Operations & Public Safety – Nathan Luce**

**Chief of Police – James “Wes” Blair**

FM 01 – Citizen Complaint Process Brochure (Revised 2024-01-23)

**MEMPHIS INTERNATIONAL AIRPORT POLICE DEPARTMENT**



**COMPLAINT PROCESS BROCHURE**