



# 2025 COMPLAINTS REPORT

## CITY OF DUNWOODY POLICE DEPARTMENT



## 2025 Complaints Analysis

The Dunwoody Police Department investigates all misconduct complaints, regardless of the source. Our policy and procedures require that all complaints against the agency or its employees be investigated, including anonymous complaints. Complaints are accepted in all forms including in person, in writing, by email, web pages, or by telephone. This analysis is a review of formal complaints received by the department during 2025.

In 2025, the Dunwoody Police Department responded to 35,592 calls for service, as compared to 37,735 in 2024 and effected the arrest of 1,465 individuals, as compared to 1,666 arrests in 2024. During the year, 13 complaints were filed against 10 officers. The percentage of complaints received compared to calls for service is 0.037%, as compared to 0.04% in 2024. The number of complaints received compared to total number of arrests is 0.89%, as compared to 1.11% in 2024.

Calls for service were down by 6.7% in 2025, as compared to the 8.8 % decrease in 2024, and arrests were down by 12% in 2025, as compared to the 16% decrease in 2024.

Staff assignment indicates that all the complaints were filed against Patrol Division and STEP unit members.

Analysis indicates that of the complaints filed in 2025, the sworn personnel's preceding actions involved response to calls, civil issues, post-arrest impound procedures, and a Use of Force case.

Of the 13 complaints received regarding our 10 officers, 8 complaints were made against Patrol Division staff, 1 complaint was made against a member of the Criminal Investigative Division (CID) and 1 complaint was made against a member of our Specialized Traffic Enforcement Team (STEP). 4 complaints were made during night hours, 8 were made during daytime hours and none were made during shift change.

We received 13 complaints in 2025 as compared to the 26 complaints in 2024, which is a 50% decrease in complaints for 2025. The decrease in complaints may be attributed to, in part, a decrease in arrests.

The complaints in 2025 involved the following:

1. Complaint on one officer over an equipment violation citation and subsequent court proceedings. This complaint was unfounded.
2. Complaint on an officer, who in the citizen's opinion did not handle a civil issue correctly involving a divorced couple. The complainant was trying to use the officer to serve civil papers and make contact with the ex-spouse. This complaint was unfounded.
3. Complaint about one officer regarding a civil issue involving work done at the officer's house. This complaint was unfounded.
4. Complaint, from the same citizen who made complaint #2, on an officer who in the citizen's opinion did not handle a civil issue correctly involving the same divorced

- couple. The complainant was trying to use the officer to serve civil papers and make contact with the ex-spouse. This complaint was unfounded.
5. Complaint, from the same citizen who made complaint #2 and #4, on an officer who in the citizen's opinion did not handle a civil issue correctly involving the same divorced couple. The officer was accused of not uploading documents into a report, which had actually been done. This complaint was unfounded.
  6. Complaint, from the same citizen who made complaint #2, #4 and #5, on an officer who in the citizen's opinion did not handle a civil issue correctly involving the same divorced couple. The complainant was trying to use the officer to serve civil papers and make contact with the ex-spouse. This complaint was unfounded.
  7. Complaint from the same citizen who made complaint #2, #4, #5, #6 and #7, on an officer who in the citizen's opinion did not handle a civil issue correctly involving the same divorced couple. The complainant accused the officer of not communicating back to him. This complaint was unfounded.
  8. Complaint on an officer over impound fees after a traffic stop arrest. This complaint was unfounded.
  9. Complaint on an officer concerning a Use of Force case which is still being investigated by the GBI. This complaint is still open.
  10. Complaint on an officer from a complainant who had overstayed her stay at a local hotel. This complaint was unfounded.
  11. Complaint on an officer during an off-duty encounter. This complaint was unfounded.
  12. Complaint, from the same citizen who made complaint #2, #4, #5, #6, and #7, on an officer who in the citizen's opinion did not handle a civil issue correctly involving the same divorced couple. The complainant accused the officer of not assisting in a civil paper service issue with his ex-spouse. This complaint was unfounded.
  13. Complaint on an officer for reportedly uploading an arrest video to social media, when in fact it was done by a social media poster who had filed an Open Records Request for the video. This complaint was unfounded.

Out of 13 complaints all, but the one still open complaint, were established to be "Unfounded".

It is important to note that 6 out of 13 complaints were filed by the same individual over civil issues.

In-car video and body worn camera recordings were instrumental in the investigation of the complaints received in 2025. Analysis of these instances clearly indicated the officer's actions and behaviors when in contact with the complainant or subject of the complaint.

All officers are required to complete annually the Governor's Initiative Training Courses which include Use of Force and De-escalation, Autism and De-escalation, De-escalation Options for Gaining Compliance, Use of Force, Cultural Awareness, Police Legitimacy and Procedural Justice for Community Relations, and Mental and Emotional Wellness.