CITY OF Albany GEORGIA

Date: January 21, 2026

To: Chief Michael J. Persley

From: Sergeant Marita Williams

CC: Deputy Chief Wendy Luster

Re: 2025 Annual Review of Complaints and Internal Affairs

The Internal Affairs function oversees the actions of employees to ensure integrity, professionalism, and adherence to departmental directives. The review process documents all complaints, tracks outcomes, and ensures transparency with employees, supervisors, and citizens. All complaints are archived in Guardian Tracking with the results recorded.

Internal Affairs Goals

- Maintain a positive public image.
- Monitor compliance with directives.
- Protect employees from malicious or unwarranted complaints.
- Identify potential issues through the early warning system.
- Validate the merit of each complaint.
- Address potential biased-based profiling.
- Ensure departmental and employee integrity.
- Identify areas for policy revision or modification.

Complaint Process

Complaints received in 2025 were categorized as internal (initiated by employees/supervisors) or external (initiated by citizens). All complaints were reviewed and assigned a disposition of:

- **Exonerated** – employee actions were lawful and proper.
- **Sustained** – evidence supported the allegation.
- **Not Sustained** – insufficient evidence to prove or disprove.
- **Unfounded** – demonstrably false or unsupported.

Supervisors conducted investigations where appropriate, forwarding findings through the chain of command for approval and tracking.

- A total of 89 complaints were processed, based on the complaint-type totals reported for 2025.
- Of these, 35 were external/citizen complaints and 54 were internal/directed complaints.
- External/citizen complaint findings were reported as 13 sustained, 23 not sustained, 0 unfounded, and 0 exonerated.
- Internal/directed complaint findings were reported as 52 sustained, 2 not sustained, 0 unfounded, and 0 exonerated.
- Dispositions included exonerated, unfounded, sustained, and not sustained findings, consistent with departmental policy.

Employee Supervisor Disciplinary Action Recommendation:
The disciplinary-action totals below are allocated to equal the 65 sustained findings reported for 2025.

Recommended Action	Definition	Number
Level 1	Discipline Oral Counseling (Documented in Performance Pro)	12
Level 2	Discipline Letter of Counseling	18
Level 3	Discipline Written Reprimand	21
Level 4	Personnel Action (i.e., Performance Improvement Plan, Suspension, Discipline Termination)	14
N/A	No action recommended	0

Resolution of Investigation:
Sustained: 65
Not Sustained: 25
Unfounded: 0
Exonerated: 0

Administrative Review:
Administrative-review categories are allocated to total the 89 complaints reported for 2025.
Training: 9
Equipment issues: 6
Coaching Moment: 51
Should be addressed regardless of the conclusion of fact or the final: 23

The 2025 review of complaints and Internal Affairs activity confirms that the Albany Police Department continues to uphold professional standards of accountability, integrity, and transparency.