Internal Affairs Complaints Online Accessibility

In 1991, the Attorney General issued Internal Affairs Policies & Procedures (IAPP), which established statewide standards for the operations of IA units in New Jersey. In December 2019, as part of Attorney General Excellence in Policing Initiative, Directive 2019-5 . [add link to the directive] directed that law enforcement agencies implement a number of changes to the IAPP, including changes in the manner in which complaints must be accepted.

Strengthens procedures for accepting reports of alleged misconduct. To standardize reporting of complaints, the revised IAPP includes a standardized civilian complaint form that must be made available in multiple languages in all department offices and websites. § 5.1.4. See Appendix C.   The   revised IAPP also clarifies that agencies must accept complaints from undocumented   immigrants and should establish systems for the receipt of complaints by telephone or email, and   that   officers   are prohibited from affirmatively warning complainants that they may face consequences for filing a false report. §§ 5.1.1, 5.1.2, 5.1.5. Alleged violations of directives issued   by the Attorney General or relevant County Prosecutor must also be handled through the Internal   Affairs process. § 4.1.3 .

A recent audit from the Office of the State Comptroller[1] highlighted widespread deficiencies in the availability of the Internal Affairs Complaint Form including: a lack of availability of the forms, forms only available in English, no way to submit forms (online or otherwise), outdated forms, prohibited warnings and sworn statement requirements.

Directives of the Attorney General have the force of law on law enforcement and must be followed. In addition, to build and maintain public trust, law enforcement agencies must implement mechanisms for identifying and investigating allegations of misconduct within their ranks.

The Office of the Attorney General has put this document together to provide guidance on how to correct any deficiencies in this regard.

Most up to date Internal Affairs Form

www.njoag.gov/iapp

The URL address above is the online homepage of the Internal Affairs Policies & Procedures (IAPP). Any and all updates to the policies and any associated forms and documents will be available there. The current version of IAPP, which went into effect on November 15, 2022, is known as the "November 2022 IAPP" and includes an appendix of fifteen sample forms and documents. These documents provide a standard information sheet and a standard internal affairs form. Both of these documents have been translated into Arabic, Chinese, Haitian, Hindi, Korean, Polish, Portuguese, Spanish, Tagalog, and Vietnamese.

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[1] See: https://www.nj.gov/comptroller/reports/2023/20230503.shtml

Availability of forms online

- Agencies can download all of the forms from the IAPP website and post them to their own website so that members of the public may complete the forms. The forms are available in a word document or PDF.
- The Internal Affairs form should be easily located on an agency's website. Agencies should include a link from their homepage to file a complaint.
- Agencies should customize the documents with their agency name and contact information- phone number and/or email for the public to reach out to.
- Agency websites should include explicit directions for how to submit completed forms to the agency. This can be an email address, mailing address, fax number, hand delivery or an online submission feature.

Online Submission of forms

Some agencies in New Jersey have software that creates an online submission for internal affairs complaints. Agencies are welcome to use whatever software they have as long as it complies with the IAPP.

Creating a JotForm from the Attorney General JotForm

At the Office of the Attorney General, we have created an online submission for Internal Affairs complaints for our own law enforcement officers (https://www.njoag.gov/iapp-complaint-form/). This form is available in multiple languages (click the drop down on the top right corner). This form was generated in JotFrom, an online form builder tool, that is available at multiple price points- including a free version. *Any agency using JotForm can import the OAG IA Form and link or embed it on their own website.*

If you are interested in utilizing the JotForm created by the OAG follow the instructions below.

In addition, on May 16th at 1pm, there will be an online forum to help walk through that process. Log in details will follow.

JotForm Import

After creating a JotForm account, log in and click "Create Form" in the top left corner of the landing page on JotForm

From there, users have a few options to create a form. Click "Import Form".

Create a Form

Create or import a form to start gathering data

Start From Scratch	Use Template	Import Form	Create Signable Document
A blank slate is all you need	Choose from 10,000+ premade forms	Convert an existing form in seconds	Collect e-signatures

You may import a form from a webpage, from a form you already have, or from a PDF form. For this, you want to select "From a web page".

Import Form

Import existing forms into your Jotform account in seconds

From a web page	Clone your existing form	Import PDF form
Import a form from any page	Create a copy of one of your existing forms	Convert your PDF form to an online form

When you click on "From a web page" a field will appear, paste the following web address into the field: https://form.jotform.com/231078984748068 . Click "Create Form"

JotForm will import the entire form, including all translations.

Editing the Form

YOU MUST:

-Change the agency name information and contact information on page 1 on all languages. Double click the text you want to edit, or click on it and the following buttons will appear, click the pencil. You can then edit the text.
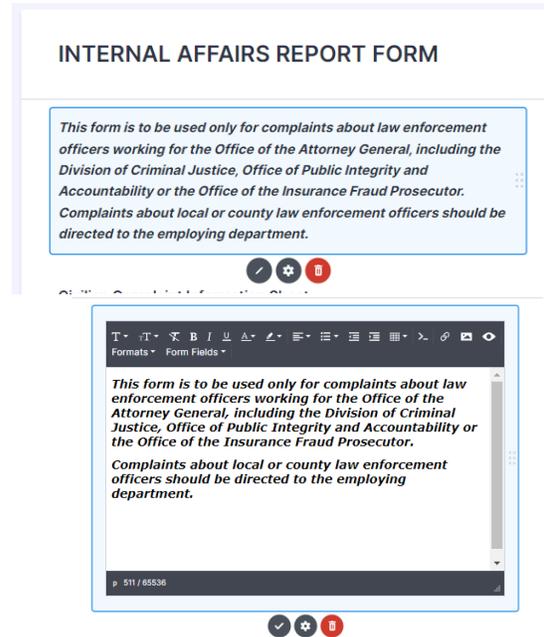
Edit Translations

To edit translations, or add new ones. Click "Settings" at the middle navigation pane.

Click "Show More Options"
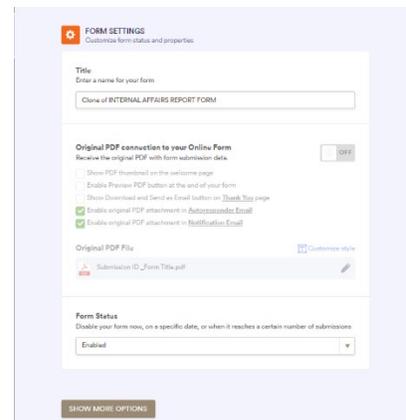
And then scroll down to translations. Click "Edit"
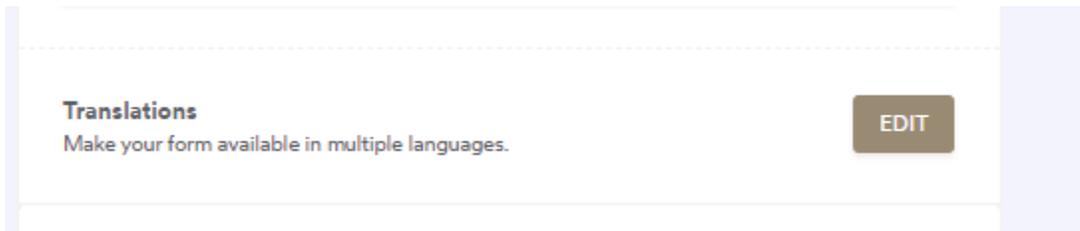
To add a new language, click "Add form language". To edit one of the current languages, hover over the language and click the pencil icon.
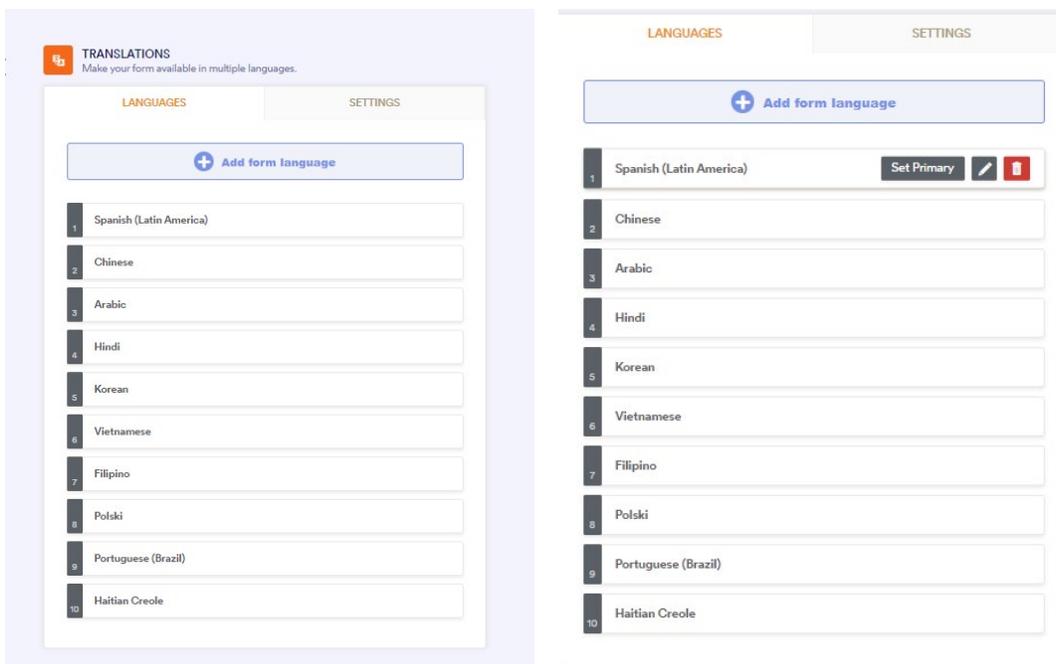
The translations imported from the OAG's version of the form. But you will need to edit to include your agency name. The translation page shows the English and other languages next to each other. Find the text you need to edit and make any changes. When you're finished, click on the arrow. Your changes save automatically.

Set Up Email Notifications

To set up email notifications, Click "Settings" at the middle navigation pane.

Your form is set up to send a notification to the email address entered on the form (if entered). You can also send a copy of the form to an email address for your agency. Click "Emails" on the left side menu. Hover over "Notification 2" and click the pencil to edit.

The email will open up—you can edit any of the fields if necessary (it shouldn't be). The { indicate the form field that will display in the email. Click "recipients" on the top part of the email.

YOU MUST REMOVE THE OPIA EMAIL ADDRESS. Please add the email address for your agency that you would like the notification of a complaint to go to. You can change this at ANY TIME as needed. Click "Save".
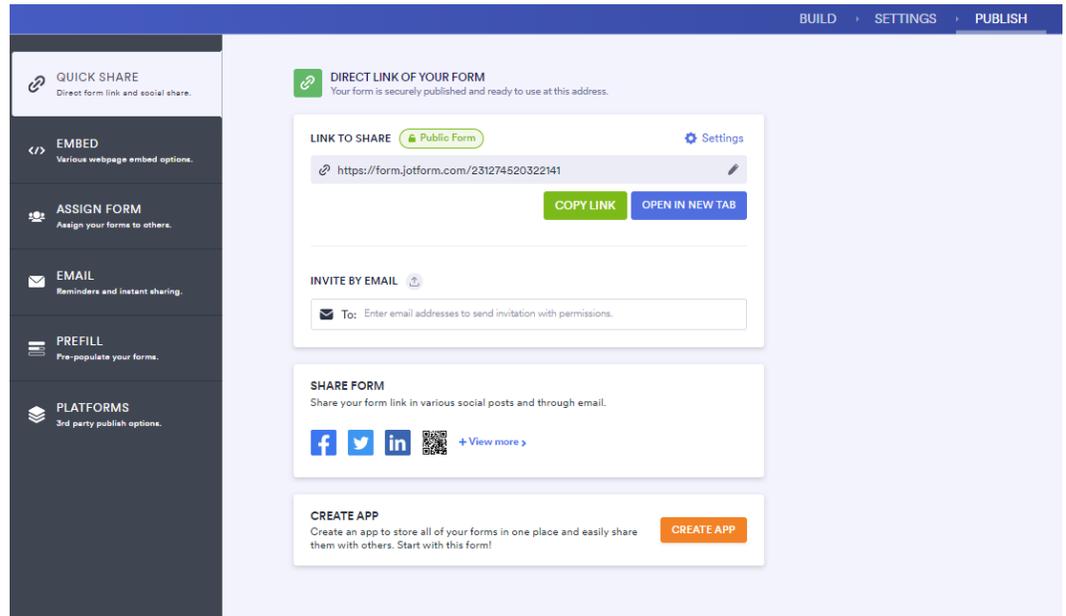
Online Internal Affairs Form
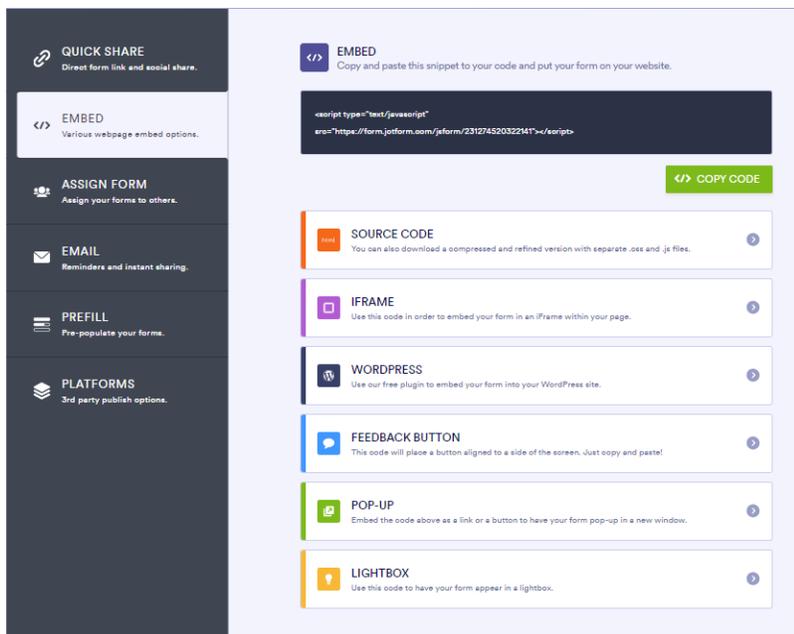
Sharing Your Form

To share the link for your form or get an embed code to put your form directly into your webpage, click "Publish" at the middle navigation pane.

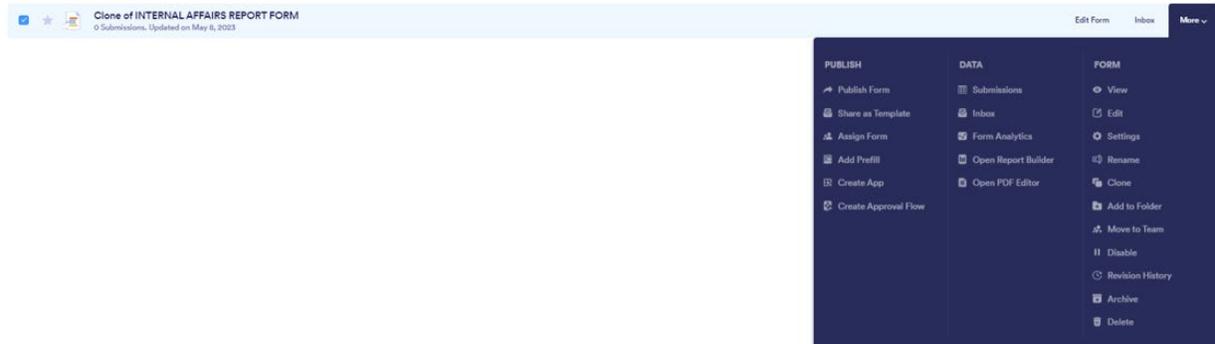To get the link, copy the link from the "Link to Share" field.

To get the Embed code for your webpage, click "Embed". Work with your web developer to ensure you have the correct formatting to embed the form:

Online Internal Affairs Form

Downloading Submissions

On the main page of JotForm, hover over your form & Click "More". On the middle pane, under "Data", click "Submissions".

The default view is a spreadsheet. Click "Download All" to download all submissions received. Open the spreadsheet in your browser. Remember, individual submissions will also be emailed to the email addresses you designated for your form.