

## **Citizen Complaint Process**

### **WHAT IS A CITIZEN COMPLAINT?**

A citizen complaint is an allegation from any source, of any action or inaction by New Concord Police personnel that the individual considers being contrary to law, proper procedure, good order or in some manner prejudicial to the individual, the Police Department or to the community.

If the only complaint is a contention of innocence of a charge without any allegation of misconduct by a sworn officer, you should seek judicial redress through established court procedure.

### **WHO HANDLES CITIZEN COMPLAINTS?**

Complaints about the quality of service provided will be assigned to the employee's immediate supervisor or the Chief of Police. Examples of these complaints are:

- Discourtesy/Unprofessional Attitude
- Lack of Proper Service
- Improper Procedure (e.g. offense investigation, use of discretion, official law enforcement practices, etc.)

Allegations of misconduct will be handled by the Chief of Police and/or the judicial system. Examples of these complaints are:

- Criminal Conduct
- Sexual misconduct
- Use of excessive force
- Serious misconduct (severe nature or pattern of violations, lack of service, etc.)
- Improper searches and seizures
- Discrimination

### **HOW DO I FILE A COMPLAINT?**

A complaint can be filed in writing, in person. All police personnel are authorized to take complaints, including third party and anonymous complaints. A New Concord Police Department Citizen Complaint Form will be completed each time a complaint is filed.

### **WHAT INFORMATION DO I NEED TO PROVIDE?**

On the Citizen Complaint Form you will be requested to give your name, address, phone numbers where you can be reached and the name, address, and phone numbers of any witnesses. If you choose

to remain anonymous, the complaint will be investigated but the process will become more difficult without contact information due to the ability to further clarify the complaint and investigate fully is compromised.

You will need to provide the date, time, and facts of the incident. If you have the officer's name, badge number, or car number it would be helpful, but is not necessary.

### **HOW WILL MY COMPLAINT BE RESOLVED?**

A quality of service complaint will be assigned to a supervisor and fully investigated. You may be asked to appear at our Police Department for an interview or it might be handled over the telephone.

Any serious allegation described above will be handled by the Chief of Police. This may include asking for assistance from another police agency or the Muskingum County Prosecutor's Office. In either case the complaint will be fully investigated.

Once the complaint is filed you will be contacted and thoroughly informed of the process that will follow. You will also be kept informed as the process progresses.

Complaint will be investigated within 30 days. The Police Chief can extend the investigation for 3 months.

Upon completion of the investigation a report will be forwarded to the Chief of Police for final disposition. Once the report is approved, you will be informed in writing of the outcome of the investigation of your complaint including whether any non-disciplinary corrective action or disciplinary action was taken unless you choose to remain anonymous.

**It is a violation of Ohio law to file a false complaint against a police officer (ORC 2921.15).**

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**NEW CONCORD POLICE DEPARTMENT  
CITIZEN COMPLAINT FORM**

**INCIDENT INFORMATION**

Date of Incident: \_\_\_\_\_ Location of  
Incident: \_\_\_\_\_  
Time of Incident: \_\_\_\_\_ Nature/Type of  
Incident: \_\_\_\_\_  
Officer's Name: \_\_\_\_\_ Car \_\_\_\_\_

**COMPLAINANT INFORMATION**

Name (Last, First,  
MI): \_\_\_\_\_  
Sex: \_\_\_\_\_ Race: \_\_\_\_\_  
DOB: \_\_\_\_\_ SocSec: \_\_\_\_\_  
Home  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Pager: \_\_\_\_\_  
Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**WITNESS INFORMATION**

Witness #1 Name: \_\_\_\_\_  
Sex: \_\_\_\_\_ Race: \_\_\_\_\_ DOB: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Pager: \_\_\_\_\_ Cellular: \_\_\_\_\_

Witness #2 Name: \_\_\_\_\_  
Sex: \_\_\_\_\_ Race: \_\_\_\_\_ DOB: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Pager: \_\_\_\_\_ Cellular: \_\_\_\_\_

**DETAILS**

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Signature of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_

My signature verifies that the information on this report is accurate and true  
NPDADM004

**FOR POLICE DEPARTMENT USE ONLY  
OFFICERS INVOLVED**

Officer's Name: \_\_\_\_\_ Car #: \_\_\_\_\_ Employee #: \_\_\_\_\_  
Officer's Name: \_\_\_\_\_ Car #: \_\_\_\_\_ Employee #: \_\_\_\_\_  
Officer's Name: \_\_\_\_\_ Car #: \_\_\_\_\_ Employee #: \_\_\_\_\_

**RECEIVING OFFICER'S OBSERVATIONS**

Complainant Intoxicated or Impaired: Yes No  
Indicators: Admission Odor Slurred Speech Blood-Shot Eyes Other: \_\_\_\_\_  
Other Unusual  
Behavior: \_\_\_\_\_  
Complainant Injured: Yes No Visible: Yes No Location/Type of Injury: \_\_\_\_\_

Photos: Yes No Medical Release: Yes No Offense Report Attached: Yes No  
Dispatched Tape Requested: Yes No  
Initial Actions Taken:

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Received By: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**CHIEF OF POLICE USE ONLY**

Officer Advised By: \_\_\_\_\_ Date: \_\_\_\_\_

Time: \_\_\_\_\_

Provided Copy of Complaint: Yes/ No

Assigned to Investigate: \_\_\_\_\_ Date: \_\_\_\_\_

Time: \_\_\_\_\_

Investigation Completed By: \_\_\_\_\_ Date: \_\_\_\_\_

Time: \_\_\_\_\_

Investigation Finding: Sustained Not Sustained Unfounded Exonerated

Officer Advised of Finding: Yes/ No Date: \_\_\_\_\_

Disciplinary Action Taken: Yes/ No If Yes,

what: \_\_\_\_\_

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