

# GLOCESTER POLICE DEPARTMENT

## CITIZEN COMPLAINT/COMPLIMENT PROCEDURES

The Gloucester Police Department is dedicated to upholding high ethical standards and a high degree of honesty in accomplishing our law enforcement mission. To protect the citizenry, officers, and the reputation of the Gloucester Police Department, the Chief of Police is responsible for conducting prompt and thorough investigations of all complaints received to maintain high professional standards within the Department.

With the goal of maintaining professional standards, the Gloucester Police Department has instituted the position of Internal Affairs Officer, who shall investigate all internal matters, allegations, and other complaints against Department personnel. The Internal Affairs Officer is directly responsible for the investigation of these complaints and reports directly to the Chief of Police. The Internal Affairs Officer shall also be the point of contact for citizens to praise the actions of the Gloucester Police Department or Department personnel.

Any person wishing to file a complaint or compliment may do so with any sworn officer or civilian dispatcher at the Department. That officer or dispatcher is mandated to log the receipt of the complaint or compliment into the daily police log and promptly notify the Patrol Shift Supervisor who will collect as much information as necessary to complete a *Personnel Complaint Report Form* or *Personnel Compliment Form*. This form will then be forwarded to the Internal Affairs Officer. Also, the Patrol Shift Supervisor will supply the complainant/complimenter with a *Citizen Complaint/Compliment Form*, if one is requested.

Anonymous complaints against department personnel will only be accepted as long as the following criteria are met:

- (1) The complaint contains sufficient information for the department to reasonably identify the involved personnel.
- (2) The complaint provides sufficient information to preliminarily determine that some misconduct or inappropriate behavior is being alleged.
- (3) The complaint contains information which reasonably permits the department to initiate an investigation.

Anonymous complaints will not be provided a response.

“Third Party” complaints against department personnel will be accepted if they contain all of the criteria of “anonymous” complaints and any one of the following.

- (1) Complaint is from the parents/guardian of involved juvenile(s).
- (2) The alleged misconduct or inappropriate behavior has been witnessed by the third party.
- (3) The allegations of a non-witnessing third party are sufficient, if established as accurate, to support discipline of suspension/termination.

Persons under eighteen (18) years of age making complaints will be asked to have a parent or guardian present at the time the complaint is made. Generally complaints will not be accepted from persons who are intoxicated. This is not designed to discourage complaints, but rather to ensure that all facts and circumstances are accurately recorded. Persons who are intoxicated at the time they wish to file the complaint will be re-contacted at a later time.

Complainants should understand that if they knowingly make false accusations, they may be liable to criminal and/or civil recourse under provisions of the law.

The Internal Affairs Officer maintains the *confidential* status of all internal affairs investigations and records. All internal affairs investigations are conducted in accordance with the Gloucester Police Department Rules and Regulations, Department General Orders, Special Orders, the Rhode Island Law Enforcement Officers’ Bill of Rights and existing collective bargaining agreements.

All complainants other than anonymous will be formally notified by the Internal Affairs Officer of the beginning and end of an internal investigation, along with periodic status reports, when necessary.

Citizen complaint/compliment forms may be obtained at the Gloucester Police Department, 162 Chopmist Hill Road, Chepachet, RI 02814 (401)568-2533 or online at [www.glocesterri.org/policedept.htm](http://www.glocesterri.org/policedept.htm)

The completed form may be submitted in person or by mail to the attention of: “Citizen Response Officer” Gloucester Police Department, 162 Chopmist Hill Road, Chepachet, RI 02814; or by email to [citizenresponseform@glocesterri.org](mailto:citizenresponseform@glocesterri.org). Only completed forms will be accepted by email, all other correspondence will automatically be discarded.