



## TOWN OF GREAT BARRINGTON MASSACHUSETTS

### POLICE DEPARTMENT

## NOTICE TO THE PUBLIC

THIS NOTICE EXPLAINS HOW TO REGISTER A COMPLAINT AGAINST THE POLICE DEPARTMENT OR ANY OF ITS EMPLOYEES:

All complaints made against the Police Department or its employees shall be investigated, including anonymous complaints. Anonymous complaints will be investigated to the degree possible. If no corroborative evidence results from the investigation and the complainant cannot be contacted for an interview, the complaint will be considered invalid.

### **PROCEDURE:**

1. If the complaint does not concern any individual employee, but instead addresses a particular departmental policy or procedure, ask to see the Chief of Police or the Shift Supervisor.
2. If the complaint is against an employee, ask to speak with the Chief of Police or a Sergeant.
3. If neither the Chief of Police or a Sergeant is on duty, ask to speak with the Officer-In-Charge who will assess the nature of the complaint. Complainants may either have the Chief of Police call them on the next business day or immediately complete a report form which identifies the circumstances, nature, and extent of your complaint. The report form requests specific information which the Department needs in order to make a thorough investigation. The Officer-In-Charge can provide you with a complaint form. Forms may be mailed to the Chief of Police at the above address or left with the Officer-In-Charge.

Complaints of a serious nature which require immediate attention will be handled by the Officer-In-Charge through established department protocols.

4. Persons who initiate written complaints shall receive written acknowledgement from the Chief of Police or the Chief's designee.

5. Persons making false statements in their complaints may be in violation of Massachusetts General Laws and could be criminally prosecuted.
6. Complainants will receive a response from the department within thirty (30) days regarding the status or conclusion of the investigation.
7. If the complaint is against the Chief of Police, you can meet directly with the Chief, or file a formal complaint directly with the Town Manager by calling 413-528-1619. Ext. 2