

# GLADSTONE POLICE DEPARTMENT

## PROCESS FOR REPORTING A COMPLAINT

The Gladstone Police Department encourages individuals to report any acts that they consider to be wrong so that we can correct mistakes in our policies or mistakes made by our employees. To that end, the department has instituted this process and form to ensure no legitimate complaint will be discouraged. All employees are entitled to legal counsel in disciplinary proceedings; and any complaint that is found to be false or malicious in nature may place the complainant in possible civil liability, and, or, judicial punishment.

**1. COMPLAINTS AGAINST POLICY OR PROCEDURES:**

Some complaints are about a certain policy or procedure, rather than against an individual officer. Many of these complaints can be handled by talking with an officer. If the explanation is not satisfactory, ask to talk to their patrol Supervisor. He or she will assist in the matter.

**2. COMPLAINTS ALLEGING MISCONDUCT BY A GLADSTONE POLICE EMPLOYEE:**

Ask to speak to a patrol Supervisor, and he/she will determine if the alleged act does or does not constitute misconduct. In some cases, a complaint may have to be decided by a court and not by the Police Department. An example: A dispute over the speed on a traffic citation would be a function for the court to decide. On the other hand, if the employee did something that would be misconduct, the complaint will be expedited thoroughly following the chain of command. All complaints are brought to the attention of the Chief of Police.

**3. INFORMAL COMPLAINTS:**

Occasionally, an individual will want to report an act of misconduct, but will not want to make a formal complaint. Instead, they merely want it brought to a Supervisor's attention so that the employee can be counseled if he or she is wrong. If you want your complaint handled in this manner, explain the situation to a patrol Supervisor. You will have to write out a formal statement of the event. The Supervisor will talk to the employee and counsel them if he or she is wrong. However, if the Supervisor determines the allegation is so serious it requires a formal complaint, the steps in #4 will be followed.

**4. FORMAL COMPLAINTS:**

If you file a formal complaint against an employee, it will be thoroughly investigated. If the complaint is sustained, administrative disciplinary action of the employee may be taken. Your cooperation is needed in this type of investigation as you will be needed to speak to an investigator and write a detailed statement of what occurred. If you file a formal complaint and cooperate in the investigation, a letter with the results of the investigation will be provided to you.

**GLADSTONE POLICE DEPARTMENT**

**COMPLAINT REPORT FORM**

INFORMAL COMPLAINT

FORMAL COMPLAINT

**COMPLAINANT INFORMATION**

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

HOME PHONE # \_\_\_\_\_ WORK # \_\_\_\_\_

CELL PH # \_\_\_\_\_ DATE OF INCIDENT: \_\_\_\_\_

ID # / DRIVER LICENSE # \_\_\_\_\_

Please list witnesses (names, addresses, telephone numbers) on a separate attached page.

**INFORMATION ABOUT THE COMPLAINT**

Employee (s) involved \_\_\_\_\_

Location of occurrence \_\_\_\_\_

Date occurred \_\_\_\_\_ Time occurred \_\_\_\_\_

**DETAILED STATEMENT** (Include as many details as possible of what occurred. Please be specific. Read page 1 of this form prior to writing statement)

(Attach additional pages as necessary)

I have read both pages of this form and wish to make a formal complaint. I understand that an investigation will be conducted, and I will cooperate with the investigation. I sincerely and truly declare and affirm that the facts contained herein are complete, accurate, and true to the best of my knowledge. Further, I declare and affirm that my statement has been made by me voluntarily without persuasion, coercion, or promise of any kind.

I understand that, under the regulations of the Gladstone Police Department, the employee against whom this complaint is filed may be entitled to request a hearing before a board of inquiry. By signing and filing this complaint, I hereby agree to appear before a board of inquiry, if one is requested by an employee, and to testify under oath concerning all matters relevant to this complaint.

Check if complainant refused to sign.

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Signature of Complainant

Date

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Signature of Supervisor receiving complaint  
(Required)

Date and Time Received

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**For Office Use Only :**

Supervisor's Determination:

Complaint against Policy/Procedure

Complaint Against Personnel