



Swansea Police Department **Citizen Complaint Procedures**

The Swansea Police Department is committed to providing the highest quality of police services to all members of the public. We are very pleased of the fact that we receive many more compliments than complaints. However, if you do have a complaint the following will assist you.

Our goal is to ensure that our employees are properly trained in our policies and procedures and treat all citizens with fairness and dignity. A citizen complaint, and its subsequent investigation, causes the police to examine the services that we provide to our community and to make improvements when necessary in the way we provide those services.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint.

It is the policy of the Swansea Police Department to:

- a. Investigate all complaints against the department or a member of the department, regardless of the source of such complaints, through a regulated, fair, and impartial Internal Affairs Program;
- b. Determine whether or not such complaints are valid; and
- c. Take appropriate action.

If you wish to make a complaint about a member of the Swansea Police Department, please ask for the Officer-in-Charge. The Officer-in-Charge can help you resolve minor complaints, or answer questions about police procedures. The Operations Lieutenant, who is the officer in charge of Internal Affairs, investigates more serious complaints such as excessive force, civil rights violations or corruption.

Complaint forms are within the dispatch area of the police station which is located at 1700 G.A.R. Highway, Swansea, MA 02777. If you cannot pick up a form at the station, you may ask that a form be mailed to you.

The Swansea Police Department takes great pride in the professional manner in which its officers conduct themselves. All complaints will be investigated.

Chief George Arruda

Swansea Police Department Citizen Complaint Form

Form 03-06

Date and Time of Complaint Report: _____

Name of person making complaint	Address	Phone #
Business	Address	Phone #

Date of Birth _____ Social Security # _____

Date\Time\Location of the reported incident: _____

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PERSONNEL COMPLAINED ABOUT:

Name	Rank	Badge #
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Description of officer (if identity not known) _____

Nature of Complaint: (Describe in your own words everything you consider necessary for police to investigate your complaint. Use second sheet if necessary.)

Complaint Form

CONTINUED ON REVERSE

NAME (S) OF WITNESS (ES):

Name Address Phone #

Social Security Number Date of Birth

Name Address Phone #

Social Security Number Date of Birth

I understand that I will be informed of the result of the police investigation and the deposition of my complaint. I am/ am not (CIRCLE ONE) willing to testify at any hearing in connection with this complaint. I have read the above statement of complaint and it is true and accurate to the best of my knowledge.

NOTICE : THIS FORM SIGNED UNDER THE PAIN AND PENALTIES OF PERJURY.

I truly declare and affirm that the statements contained herein accurate, true and complete to the best of my knowledge and belief

Date _____

Signature _____

Signature of Parent or Guardian if Complainant is under 17 _____

Satisfactory Resolution of Complaint:

Aggrieved Party Witness

It is the policy of the Swansea Police Department to investigate all complaints against a member of the Department through a regulated, fair and impartial Internal Affairs Program. You do not need to be familiar with the law or police regulations to file your complaint. Complete this Complaint Form and submit it to the Officer in Charge at the police station. The Internal Affairs Investigator will contact you unless it is handled to your satisfaction by the Officer-in-Charge. You will be kept informed of the progress of the case, and will be notified of the results of the investigation when completed, usually within thirty (30) days.

Thank you for your interest and concern in maintaining a high standard of professionalism within the law enforcement community in Swansea.

Complaint Form

FOR DEPARTMENT USE ONLY

Officer-in-Charge (check one):

_____ Complaint was resolved to satisfaction of complainant

_____ Complaint was not resolved, further investigation required

EXPLAIN:
