

## CITIZEN COMPLAINTS

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| <i>Effective Date:</i><br><b>April 15, 2013</b>                   | <i>Directive Number:</i><br><b>10-11-1</b> |                                 |
| <i>Special Instructions:</i> NONE                                 |  |                                 |
| <i>Distribution:</i><br><b>All Sworn &amp; Civilian Personnel</b> | <i>Last Re-Evaluation Date:</i>            | <i>Total Pages:</i><br><b>1</b> |

### **I. PURPOSE**

The purpose of this directive is to provide officers with the guidelines by which a citizen's complaint about officer misconduct can be addressed and internally investigated.

### **II. POLICY**

It is the policy of this law enforcement agency to actively pursue any complaint filed by a citizen about an employee of the Police Department. It is not always feasible that the officer in charge of professional standards will be immediately available to address the citizen's complaint. Therefore, the policy is that a citizen's complaint form will be offered to the complainant and processed as described below.

### **III. PROCEDURES**

- A. In the event a citizen elects to lodge a complaint pertaining to alleged misconduct on the part of a Cheswold Police Officer, a citizen's complaint form (see attached) shall be completed immediately by the officer receiving the complaint.
- B. The Chief of Police or Lieutenant shall be notified of the complaint as soon possible.
- C. Once the complaint is received by the Professional Standards Officer, the complaint will be reviewed and investigated per the Code of Conduct and the Police Officers' Bill of Rights.

ORDERED and EXECUTED this 15<sup>th</sup> day of April, 2013

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Christopher Workman  
Chief of Police