



## PERSONNEL COMPLAINTS - PROCEDURE

This agency is attentive to the demeanor, appearance, and actions of the members of the Streetsboro Police Department.

In many instances, a complaint can be handled very informally. Many times, a “*complaint*” originates because of a misunderstanding about this agency’s function, its policies and procedures, or the duties and responsibilities of its members. Quite often, if a potential complainant asks some questions about our procedures or inquires about the reason(s) a particular action was taken, it will be possible for an officer or supervisor to provide a very adequate explanation. If your questions or concerns cannot be resolved in an informal manner, you have the option to make a formal complaint.

A supervisor will ask some questions about the conduct or demeanor that led to the complaint and explain our *Personnel Complaint Form*, which confirms the specifics of your complaint, and allows us to contact you to keep you informed of the status and outcome of your complaint. Your completed complaint form is your verification of the situation as you perceive it, and you will be supplied a copy of your completed complaint form by the complaint taker. In any event, a complaint may be initiated in person, by telephone, or by email.

A supervisor will be assigned to investigate your complaint by the Chief of Police, who will acknowledge receipt of your complaint in writing. Complaints will be fully investigated – allowing both sides to represent their view of the circumstances. Upon completion of the complaint investigation, the Chief of Police will notify you in writing of the final outcome.

At the conclusion of each investigation into allegations of misconduct, a conclusion of fact will be designated from one of the following:

1. Sustained
2. Not Sustained
3. Exonerated
4. Misconduct not based on original complaint
5. Unfounded



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If you have questions about other policies and procedures that affect the handling of complaints, please do not hesitate to ask. Further information on the processing of complaints is posted in the lobby area of the police department, and on our web site ([www.streetsboropolice.org](http://www.streetsboropolice.org)).

(PLEASE NOTE: It is a violation of the Ohio Revised Code to knowingly file a complaint against a peace officer that alleges the peace officer engaged in misconduct in the performance of the officer's duties if the person knows the allegation is false. Making a false allegation is a misdemeanor of the first degree and is punishable by a fine up to \$1000 and by incarceration of up to 180 days (ORC 2921.15).

Your patience in dealing with the investigation of complaints as the matter is appropriately reviewed is appreciated.

Thank you.

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Complainant Signature

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Date & Time Complaint Filed

**RECEIVING OFFICER:** *Provide a signed and dated copy of this form to the complainant. Attach the original to the completed Complaint Form.*