

# **Guidelines for Registering a Complaint Against an Employee**

This page is designed to provide you with information about the process for registering a complaint against the police department or department employee, because of misconduct or misapplication of law, policy or procedure. As a community oriented law enforcement agency, the Thornton Police Department strive to make your contacts with the police department professional, and informative in every way.

If you have had an unprofessional or otherwise unpleasant experience with a Police Officer, or other employee, you may register a complaint with the department. The Thornton Police Department strives to instill in the public confidence in its police department by maintaining a high degree of professionalism, dedication, and expertise in the delivery of law enforcement services.

## **Registering a Complaint**

The Thornton Police Department encourages and welcomes constructive criticism, and complaints from the public against members of the department or its procedures. The department will investigate all complaints, to equitably determine whether the allegations are valid or invalid, and to take appropriate action. The department will keep complainants informed of the progress of the investigation so as to ensure public confidence in its efforts to “police its own”.

When you register a concern or complaint with the department, you will receive acknowledgement of receipt of your complaint. The complaint will be investigated with the time limits set by the department regarding complaints against employees. After the investigation is complete you will receive a notification of the final disposition.

Third party complaints and complaints made through organizations other than the department will be accepted. This is done to ensure those who may have a valid complaint, but may otherwise remain silent because of a sense of futility or fear may be heard.

The police department requests that, if possible, you register your complaint in person. If you are not able to do so, you may call and ask to speak with the on-duty supervisor. The supervisor will then record your concerns, and forward them to the Chief of Police for inquiry and resolution.

It is always critical when registering a complaint, that you remember the name of the officer or employee involved, the date and approximate time of the incident, and the specific circumstances about which you are complaining. All information and evidence is thoroughly reviewed to determine if the employee’s actions violated a law or department rule or procedure. During the investigation you may be asked to participate in an interview, and give a written statement to determine the facts of the complaint.

The Thornton Police Department is proud to serve you. Your input is valuable to us and we will continue to promote cooperation and community oriented policing in the Town of Thornton.

If you feel it is necessary for you to register a complaint, you can be assured that it will be given a fair and thorough investigation.