

Citizen Compliment and Complaint Form

We, the Boxborough Police, are committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within Boxborough, while at the same time maintaining respect for individual rights and human dignity.

Our goal is to ensure that our employees are guided by the principles that every individual has infinite dignity and worth, and that we must show respect to all citizens we serve and for the men the and women of the Department.

A citizen compliment or complaint, and its subsequent investigation, causes the police to examine the service that we provide to our community and to make necessary improvements 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.

If you have a compliment or complaint you may fill out the attached form and either mail, email it or drop it off at the Police Station. Please call 978-263-2628 if you have any questions or need assistance filling out the form.

A message from the Chief

Thank you for taking the time to let us know how the Boxborough Police Department can better improve the service we provide to the community. Community Policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or complainants, but when problems arise it is our goal to resolve the issue quickly and courteously.

Warren B. Ryder
Chief of Police

BOXBOROUGH POLICE DEPARTMENT
520 Massachusetts Avenue
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Chief of Police

Telephone 978-263-2628

Compliments

How do I compliment a Police Employee?

Citizens wishing to compliment an employee should prepare a brief description of the employee's performance and mail it to the Police Department at the address listed on back of this brochure.

What happens to the compliment?

Once the Department is in receipt of the compliment, a copy of the letter will be placed in the employee's personnel file. Depending on the circumstances surrounding the letter of compliment, the employee could be nominated for an inter-departmental letter of commendation or award.

Will I be notified that the Department has received my letter of compliment?

Yes. You will be notified via a letter from the Office of the Chief of Police that the Department has received your letter.

Complaints

The primary function of our Internal Affairs is to investigate complaints made against both police officers and civilian members of the Department. To ensure public trust and to maintain the Department's integrity the Chief and his staff conducts immediate, thorough, objective and unbiased investigations of official misconduct. This procedure also allows us to ensure that various policy protocols are in the best interest of public service.

What does BPD do with the complaint?

The Police Chief will evaluate the severity of the complaint. Based on the nature of the complaint, it will be referred to the appropriate level for inquiry.

Will I be contacted by the Department?

Yes. Following the assignment of the complaint you will be contacted by an investigator. The investigator will then interview witnesses and members of the Department.

How are cases reviewed for completeness?

All cases are assigned and reviewed by the Police Chief for completeness.

How are cases evaluated?

Once a case has been investigated and reviewed it is given one of the five classifications. The classification given is known as the finding(s):

Unfounded:

Based on the facts of the investigation, the act(s) did not occur.

Exonerated:

Action of the involved officer(s) were justified, lawful and proper.

Insufficient evidence:

There was not enough evidence to prove or disprove the allegation(s).

Sustained

Sufficient evidence to prove the allegation of misconduct.

Policy Failure

Omissions or insufficient/ineffective policy to address the allegation(s).

Can I make an anonymous complaint?

Yes, all complaints will be investigated. Anonymous complaints will be investigated to the fullest extent possible.

When does the Chief review cases?

Every complaint is reviewed by the Chief, the commanding officer and involved employee before final classification.

How are the people involved notified?

The complainant is notified by letter upon Chief's receipt of the complaint. The Chief or his investigator may contact you for more information during the investigation. Finally, you will receive a letter with the findings and results of the investigation.

Will my complaint impact the charges previously placed against me by the police?

No. Criminal and traffic charges must be resolved by the courts.

What happens at the conclusion of the investigation?

If the investigation fails to sustain any misconduct, you will receive a letter from the Chief advising you of the outcome. If misconduct is established, the Chief will impose disciplinary/corrective actions. Should the employee disagree with the findings an established grievance process is implemented. A hearing will be convened and testimony will be taken under oath. **As a complainant you will be called to testify.** In all cases, the complainant will be notified of the investigative results.

Will I be informed of any disciplinary action taken?

Specific disciplinary actions are regarded as personnel actions and remain confidential.



BOXBOROUGH POLICE DEPARTMENT

COMMENDATION OR COMPLAINT REPORT

BPDIA Number

Citizen's Information (person reporting commendation or complaint)

Citizen's Name	Home Telephone Number	Cellular or Other Telephone Number, if Different
Address (include street address, city, state, & zip code)		
Date of Birth	Social Security Number or License Number and State	Sex
Occupation (If Applicable)	Employer (If Applicable)	Employer's Telephone Number

Commendation/Complaint Information (Please Check Type of Report: Commendation Complaint)

Incident Date & Time	Incident Location	Incident Number (If Known)
Employee's Name	2 nd Employee's Name (If Applicable)	3 rd Employee's Name (If Applicable)
Witness's Name, Address, Telephone Number		
Witness's Name, Address, Telephone Number		
How would you like this complaint resolved?		
Describe Basis For Commendation or Complaint (attach additional statement, if necessary)		
Additional Space on back		

I understand that this statement will be submitted to the Boxborough Police Department and if this is a complaint may be the basis for an investigation. Further, I sincerely and truly declare and affirm that the facts contained herein are complete, accurate, and true to the best of my knowledge and belief. 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 by signing and filing this complaint, I hereby agree to cooperate with any inquiry, or to testify under oath concerning all matters relevant to this complaint.

Under Massachusetts General Law Ch. 269, S. 13A it is a violation to knowingly make a false police report

Citizen's Signature	Date
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Receipt & Disposition Information (to be completed by police)

Employee Receiving Report	Date & Time Received	Report Forwarded To (If Applicable)
Type of Complaint	Final Disposition	Final Disposition Date

