



## **How to Officially Comment, or File a Complaint about a Police Department Employee or Policy**

### **COMMITMENT TO SERVICE**

The Beaver Creek Police Department is committed to providing people of our community with quality law enforcement and to treating citizens in a manner in which is courteous, helpful, and responsive. We believe integrity is the basis for community trust and we set high standards for the personal and professional conduct of all our employees.

The Department recognizes that occasionally citizens may not be pleased with the police service provided. The nature of the job means that some people will be unhappy: traffic citations are issued; arrests are made; public peace and safety must be maintained. Other times, misunderstanding causes dissatisfaction; citizens may not always be fully aware of how laws are interpreted and enforced, of the authority and discretion granted police officers, or of Department policies and procedures concerning officer conduct. Finally, since police officers are human beings, they can make mistakes, exercise poor judgment, or act in an unprofessional manner.

At the Beaver Creek Police Department, we hold ourselves to high standards of moral, ethical, and professional conduct. Your cooperation helps guarantee that we consistently meet those standards. Any citizen having a question or complaint about police service in our community is invited to contact the Department to bring those concerns to our attention. The following instructions will ensure that your concerns are handled promptly and professional.

### **QUESTIONS OR INQUIRIES**

If you wish to inquire about laws, policy and procedure, or the handling of a particular police matter please stop by the Beaver Creek Police Department at 1388 Research Park Drive, Beaver Creek, OH 45432, or call the department anytime at 426-1225.

After normal business hours, if you have a question that requires immediate attention, call 426-1225. A dispatcher will take your question or inquiry and refer you to the proper officer or supervisor.

If the appropriate person is not immediately available, the dispatcher will take your phone number and have your call returned at the first available opportunity. Due to the nature of police work, calls sometimes cannot be returned immediately, so we appreciate your patience and understanding.

### **COMMENDING SUPERIOR PERFORMANCE**

If you wish to commend the actions of any employee of the Beaver Creek Police Department, you may ask to speak to the employee's supervisor to verbally communicate your praise; or write a letter to the Chief of Police explaining your praise.

Commendations received by the Chief of Police for any Beaver Creek Police Department employee will be forwarded to the employee and may be included in his/her permanent personnel record.

Depending upon the nature of the commendation, the employee may be officially recognized by the Department and may be considered for other Department/Community awards or recognition. Letters of commendation should be mailed to the following address:

Chief John Turner  
Beaver Creek Police Department  
1388 Research Park Drive  
Beaver Creek, OH 45432

## **COMPLAINTS OR ACCUSATIONS**

If you have a serious complaint against the Department or any of its employees, you are encouraged to make that complaint in person at the police station.

The dispatcher will take the information necessary and contact a supervisor to take your complaint.

The supervisor will assist you in completing a Citizen Complaint Report, which asks you to provide the following information: your name, address, phone number, date and time of incident as well as a brief description; name(s) of the officer(s) involved in the incident. You will be given a copy of this report as a receipt that your complaint has been received for processing.

Your complaint will be thoroughly investigated. During the investigation process, you may be contacted for additional information about the incident.

You will be notified of the outcome of the investigation within 45 days. All complaint investigations will result in one of the following findings:

1. The allegation is true and the actions of the employee were inconsistent with policy.
2. There is insufficient evidence to confirm or refute the allegation
3. The allegation is true, but the action of the employee was consistent with policy.
4. Either the allegation is demonstrably false or there is no evidence to support the allegation.

Based upon the findings of the investigation, a policy or procedure may be reviewed or changed, or an employee disciplined. The Beavercreek Police Department will notify you of any action taken, although not the specific nature of disciplinary action. The Internal Affairs Office has available a yearly summary of all citizen complaints and internal administrative investigations.