

PERSONNEL COMPLAINT PROCEDURE

It is the policy of the Haverford Township Police Department to investigate all complaints made against the department or its personnel, thoroughly, completely and impartially. A proper relationship between the department and the citizens we serve, fostered by trust and confidence, is essential to effective law enforcement efforts.

The Haverford Township Police Department complaint process has been developed to ensure this proper relationship provides people with a fair and effective method to address legitimate complaints against Department personnel and to protect officers and employees from false charges of misconduct or wrongdoing.

The department would prefer you speak with a supervisor when you file a complaint. We do this to ensure that we obtain all the necessary information that we will need to fully and impartially investigate your complaint, as well as expedite the resolution of any complaints.

If you do not want to speak with a supervisor, you are able to file a complaint against an employee or officer by fully and accurately completing the attached complaint form. We ask that you print neatly or type the form if possible. An electronic version of this form is available online at <http://www.haverfordtownship.org/egov/apps/document/center.egov> if you prefer to utilize that format.

If you need help with the complaint form, which is attached, you can call the on-duty Supervisor. The Supervisor will assist you with any questions you may have. When you have completed the complaint form, you can return it to the Police Department in any of the following ways:

- Drop it off at the Police Department front desk sealed in the attached envelope;
- Mail it to the Police Department in the attached envelope at 1010 Darby Road Havertown, PA 19083 ATTN: Internal Affairs;
- Email it to the Police Department at InternalAffairs@havpd.org

The Haverford Township Police Department will assign your complaint to a supervisor to investigate. The supervisor will contact you and send you a receipt for your complaint. You can contact that supervisor at any time to follow the progress of your complaint. The Chief of Police will send you a letter notifying you of the conclusion of the investigation.

On _____, (Name) _____ filed a complaint with the Haverford Township Police Department concerning the conduct of _____.

This was in reference to an incident which occurred on _____ and was documented in report/citation number _____. This form acknowledges receipt of the complaint. You should be aware of the following:

1. The Haverford Township Police Department investigates all complaints in an impartial manner.
2. The Department will investigate this allegation as an administrative matter (violation of Department policy) unless there is evidence that a crime was committed.
3. In administrative investigations, the burden of proof is "preponderance of the evidence."
4. Sworn statements may have to be taken from me or other persons who might be witnesses.
5. I will be notified of the status of my complaint during the course of the investigation and at the conclusion.
6. The accused officer or employee has rights that the Department cannot violate during the investigation.
7. I have received a copy of the completed initial Personnel Complaint Report.
8. If I have any further questions, I can call and speak with the supervisor listed herein.

Signature of person filing complaint (Optional)

Date

Supervisor receiving complaint:

Printed name: _____

Signature: _____

We will provide you a copy of this form and your complaint.

PERSONNEL COMPLAINT REPORT

Person making complaint: _____ D.O.B: _____

Home Address: _____

Work name and address: _____

Home Phone: _____ Work Phone: _____ Cell Phone: _____

What is the best time to contact you? _____

Person you are making the complaint against: _____

IF YOU DO NOT KNOW THE PERSON'S NAME, THEN DESCRIBE HIM/HER BELOW.

Date of incident: _____ Time occurred: _____ Case #: _____

Where did the incident take place: _____

Describe what happened; be specific as to what was said. Include information on any witnesses:

PERSONNEL COMPLAINT REPORT - Continuation
PAGE _____ OF _____

Officer/employee's name: _____

PERSONNEL COMPLAINT REPORT - Continuation
PAGE _____ OF _____

Officer/employee's name: _____

I attest that the information contained in this complaint is true and correct. I understand that any false, misleading or untruthful statements are subject to prosecution under 18 Pa. C.S.A. § 4904 relating to Unsworn Falsification to Authorities, and 18 Pa. C.S.A. § 4906 relating to False Reports to Law Enforcement and can result in criminal prosecution.

Printed name of person filing complaint

Date

Signature of person filing complaint