## Jonesboro Police Department 170 South Main Street Jonesboro, Georgia 30236 770-478-7407

### **Citizen Complaint Procedures**

The Jonesboro Police Department is dedicated to providing exceptional service to its citizens, through a problem solving approach and emphasizing a commitment to EXCELLENCE THROUGH TEAMWORK. Police Officers are carefully selected, held to the highest standards, and provided with the best training available. The purpose of an internal investigation is the diligent pursuit of the truth. We are committed to that objective, recognizing that our agency's credibility depends upon the community's belief, that we can police ourselves. With that in mind, we provide the following information regarding how to file a complaint, how a complaint is investigated, and how it is disposed.

#### 1. How to File a complaint

- a. Contact the Police Department and request a Citizen Complaint Form. If you cannot pick up the form yourself, request that one be mailed to you.
- b. You will be notified by the Chief or his designated representative on the progress of your complaint.
- c. You may be requested to be interviewed in order to obtain additional information.
- d. Once the investigation is concluded, you will be notified of the disposition.
- e. If you do not want to fill out a form, a supervisor can take your complaint via phone.
- f. Anonymous complaints will also be investigated, but without being able to speak with you directly, the investigation could be difficult to resolve.

#### 2. What happens when a complaint is substantiated

When the investigation of a complaint reveals the charges are true and should be sustained against the officer, the department may take one or more of the following actions, depending on the nature of the violation.

- a. Verbal Warning
- b. Structured Counseling / Corrective Training
- c. Written Reprimand
- d. Suspension
- e. Termination / Demotion

#### 3. What happens if the complaint is not substantiated

If there is not sufficient evidence to support the allegation, the investigation is closed and no further action will be taken.

## **Citizen / Internal Complaint and Inquiry Form**

Date and time of occurrence	ce:		
Complaint's Name:			
Complaints Address:			
City:	State:	Zip Code:	
Contact Numbers:			
IF YOU NEED MORE SPA	ACE, USE THE ATT	ACHED SUPPLEMENTAL PAGE	
	•		
State specifically what occur	urred: (date, time, lo	cation, case number, citation number)	
			—
Officer / employee's name	or physical descrip	tion:	
What do you feel the Office	er / Employee did w	rong:	
<del> </del>			
*******	******	************	**
Departmental use only			
Received in by:	Date:	Complaint #	
Assigned to:	 Date:	Complaint #	-
		will assign the complaint to an investigat	
Investigator Signature:		print	
Final Disposition Date:	print Complainant Notified By:		

# Citizen / Internal Complaint and Inquiry Form Supplemental Page
