



## How to Officially Comment or File a Complaint Regarding Employees or Policies of the Trenton Police Department

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### **OUR COMMITMENT TO SERVICE**

The Trenton Police Department is committed to providing people of our community with quality law enforcement and to treating citizens in a manner that 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, and public peace and safety must be maintained. Misunderstanding also causes dissatisfaction, and citizens may not always be fully aware of the way laws are interpreted and enforced, the authority and discretion granted police officers, or department policies and procedures concerning officer conduct. Finally, since police officers are human beings, they can make mistakes, exercise poor judgment, or even act in an unprofessional manner.

At the Trenton 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 comment, question, or complaint about police service in our community is invited to contact the department. Following the instructions below will ensure that your concerns are handled promptly and professionally.

### **QUESTIONS AND/OR INQUIRIES**

If you wish to inquire about laws, policy and procedure, or the handling of a particular police matter, please stop by the Trenton Police Department at 11 East State Street, or call the department any time at 513-988-6341.

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

### **COMMENDING SUPERIOR PERFORMANCE**

If you wish to commend the actions of any employee of the Trenton Police Department, you may write a letter to the Chief of Police at 11 East State Street, Trenton OH 45067. You can also ask to speak directly to that employee's supervisor.

Commendations received by the Chief of Police for any Trenton Police Department employee will be forwarded to that employee and may also be included in that employee's 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 or community awards or recognition.

**COMPLAINTS OR ACCUSATIONS**

If you have a serious complaint against the department or any department employee(s), you are encouraged to make that complaint in person at the police station. The on-duty dispatcher will contact a supervisor to take your complaint.

The supervisor will assist you in completing a *Report of Complaint against Agency or Employee*. This form asks that you provide your name, address, and phone number, the date and time of the incident, a brief description of the incident, and the name(s) of the officer(s) involved. You will be given a copy of this report as a receipt that your complaint has been received for processing.

Your complaint will be reviewed and, if necessary, thoroughly investigated. You may be contacted for additional information regarding the incident if an investigation is conducted.

Complaint investigations will result in one of the following findings:

- The allegation is true and the actions of the employee were inconsistent with policy;
- There is insufficient evidence to confirm or refute the allegation;
- The allegation is true but the action of the employee was consistent with policy; or
- 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 Trenton Police Department will notify you of any action taken, although not always the specific nature of any disciplinary action.

Complainants will be notified of the outcome of any investigation within 45 days.

**COMPLAINANT INFORMATION**

(please print)

Full Name: \_\_\_\_\_

Home Address: \_\_\_\_\_  
Street/City/State/Zip

Phone: (\_\_\_\_\_) \_\_\_\_\_ cell / home / work (circle one)  
Area Code

Email address: \_\_\_\_\_@\_\_\_\_\_

Date of Incident: \_\_\_\_\_ Day of week: \_\_\_\_\_ Time: \_\_\_\_\_ AM / PM

Officer(s) involved: \_\_\_\_\_

Please provide a brief description of the incident along with the nature of the complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Received by: \_\_\_\_\_ Date: \_\_\_\_\_  
Department Staff (print)

Complainant notified of receipt:  In person  Phone  Email  Letter Date: \_\_\_\_\_

Investigation pending:  NO  YES

Note: If investigation is opened, forward copy of this page to the Chief of Police and maintain original for investigative files.

FOR DEPARTMENT USE ONLY

Supervisor Recommendation

Chief of Police Decision

Unfounded
Policy failure
Insufficient
Evidence of improper conduct
Internal Affairs investigation required

Five empty boxes for Supervisor Recommendation

Five empty boxes for Chief of Police Decision

Complainant notified of status

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Additional notification required

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Complainant notified of disposition

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Initials: \_\_\_\_\_

Initials: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor comments: \_\_\_\_\_

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Chief of Police comments: \_\_\_\_\_

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