**Essex Police Department**

24 Martin Street

Essex, MA. 01929

(978) 768-6628

Paul Francis

Chief of Police

 

**DEPARTMENTAL/EMPLOYEE COMPLAINT**

As per **Internal Affairs policy #4.01** of the Essex Police Department, all complaints against the department, or an employee of the department, will be investigated regardless of the source of the complaint. The purpose of this policy is to determine the validity of such complaint(s), and take appropriate action to maintain the integrity and professionalism of the department. For those wishing to file a complaint, please use the standard Essex Police Department Complaint Control Form which can be accessed in the forms file at **www.essexmapd.com**.

\_\_\_ **Telephone complaint/Anonymous complaint**

Those wishing to file a complaint against the department or an employee of the department may initiate the process by telephone, and should understand that a signed standard complaint form will be requested. However the complaint will not be rejected if the complainant declines to sign the complaint form.

All complaints will be reduced to writing by the complainant, or in the case of the individual that does not want to sign or wishes to remain anonymous, the complaint shall be filled out by the police supervisor. Anonymous sources will be treated with great caution and upon their individual merits

\_\_\_ **In Person complaint**

Those wishing to file a complaint in person will be directed by the supervisor to fill out, read over their completed standard complaint form and sign it to submit to the supervisor. Though officers are to request that the complainant sign the completed form it is not required for an investigation to be conducted. If a complainant refuses to sign the complaint form a notation to that effect shall be noted on the completed form.

\_\_\_ **Complaints Received by mail/Email**

Complaints received by mail or email, if not received on the standard complaint form shall be incorporated into the standard complaint form and the original complaint will be attached. For information received that is not sufficient or complete, the complainant should be contacted if possible and advised of the proper procedure for filing complaints.

**FOR THOSE WISHING TO FILE A COMPLAINT, PLEASE UTILIZE THIS ESSEX POLICE DEPARTMENT COMPLAINT CONTROL FORM, AND FILL OUT AS COMPLETELY AS POSSIBLE. FOR THOSE WITH QUESTIONS, YOU MAY EITHER COME DIRECTLY INTO THE ESSEX POLICE STATION AT 11 JOHN WISE AVENUE, OR CONTACT THE OFFICER-IN-CHARGE AT (978) 768-6200**