

1-715 CITIZEN COMPLAINTS

An employee will courteously and promptly accept any allegation or complaint made by a citizen against any employee of the Chestertown Police Department. The receipt and processing of all complaints will be in conformance with established procedures. See below for the State Mandated procedure for filing a complaint against a police officer employed by the Chestertown Police Department.

1. Complainant Process

- a. Citizens can make complaints in person, by telephone or via email.
- b. Citizens that make a complaint shall provide a name, mailing address, phone number or email if they wish to receive notifications.
- c. In person and telephone complaints should be taken by a supervisor or senior patrol officer at the time the complaint is lodged. All complaints will be handled in a neutral manner with no attempts to influence the complainant in a negative manner. Complainants should complete the Complaint Against Personnel Report form.
- d. Email complaints can be sent to baker@chestertownpolice.com.
- e. Complainants should receive an initial response to the complaint within 72 hours.
- f. If the complaint leads to an investigation involving the officer the complainant will receive updates at least one time per week until the complaint is resolved.
- g. The Chestertown Police Department will notify the complainant of the outcome of the complaint within 72 of a final disposition, including any imposed discipline in accordance with established confidentiality policies and any applicable law.
- h. If the complaint is alleged brutality the complainant must have the written complaint notarized.

2. Public Awareness

- a. Complaint process will be posted in the lobby of the Chestertown Police Department and on the police department's website at www.chestertownpolice.com.