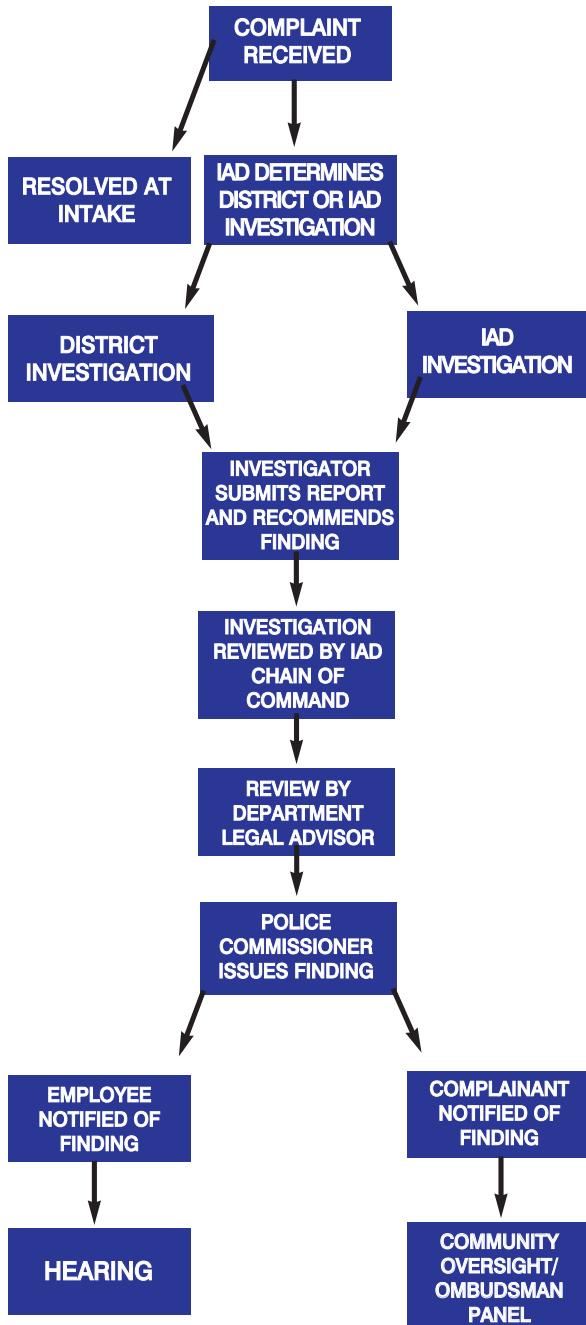


COMPLAINT RESOLUTION PROCEDURE:



BOSTON POLICE DEPARTMENT



TO REGISTER A COMMENDATION OR COMPLAINT PLEASE CONTACT:

Internal Affairs Division
Boston Police Department
One Schroeder Plaza
Boston, MA 02120
Phone: (617) 343-4320
or
Any Boston Police District Station

24 hours a day
* Request to speak with a supervisor *



BUREAU OF PROFESSIONAL STANDARDS AND DEVELOPMENT



COMMENDATION/COMPLAINT RESOLUTION PROCEDURE

Edward F. Davis
Police Commissioner

WHY YOUR INPUT IS IMPORTANT

We want the standards of the Boston Police Department to be among the highest in the nation. Our community prospers when you support these standards through your commendations, recommendations and questions. We value your participation.

HOW TO GIVE A COMMENDATION OR ASK A QUESTION

If you wish to commend an employee, it's best to contact that employee's supervisor as soon after the event as possible.

You may contact:

**Any Boston Police District Station
24 hours a day**

** Request to speak with a supervisor **

The Boston Police Department welcomes commendations for police personnel who admirably perform their duties. When a commendation is received, the employee will immediately be advised of your appreciation and it will be permanently recorded in the employee's personnel file. Depending on the situation, the employee may be considered for other department or community awards for recognition. At a minimum, the employee is made aware of your kindness and appreciation.

COMPLAINT PROCEDURE

The Boston Police Department recognizes that from time to time occasions will occur where a citizen will have cause to make a

complaint concerning: (1) an officer's conduct; (2) an officer's behavior or (3) a Department operational procedure or policy. The Department respects the right of each citizen to register a complaint in a timely manner.

WHO MAY REGISTER A COMPLAINT?

Any individual has the right to initiate/register a complaint against a police officer, civilian employee, Department policy or an operational procedure or policy.

WHERE CAN A COMPLAINT BE REGISTERED?

**Internal Affairs Division
Boston Police Department
One Schroeder Plaza
Boston, Ma. 02120
Phone: (617) 343-4320**

or

Any Boston Police District Station

24 hours a day

** Request to speak with a supervisor **

Upon completion by the interviewing officer, complaints made in person may be reviewed and corrected by the complainant. A copy of the completed form will be given to the complainant. Complaints received over the telephone or by mail will be processed in accordance with Department procedures. If the complainant chooses, they may file a complaint online at www.cityofboston.gov/police

All complaints should contain as much pertinent information as possible (i.e. officer's name, badge number, witness(es) name(s) and address(es); telephone number(s); time of occurrence; location of incident, etc.).

INVESTIGATIVE PROCESS

All complaints received at a Boston Police District Station are directed to the Internal Affairs Division (IAD). IAD determines which complaints will be handled at the District level.

ALL IAD INVESTIGATIONS ARE HANDLED CONFIDENTIALLY.

IAD investigator(s) handling an investigation may use any combination of the following during the investigative process:

- *Reports submitted by the officer(s):*
- *Interviews with the officer(s), complainant(s) or witness(es):*
- *Reviews of medical records and/or court documents:*
- *IAD history checks*
- *Reports submitted by other BPD Bureaus*

The Boston Police Department's goal is to process all complaints registered within a ninety (90) day time period. However some situations may require more time to properly process a thorough investigation.