



EASTCHESTER POLICE DEPARTMENT
40 MILL ROAD
EASTCHESTER, NEW YORK 10709
(914) 961-3464 - PHONE
(914) 961-1219 - FAX
police@eastchester.org



PERSONNEL COMPLAINT PROCEDURE

It is the policy of the Eastchester Police Department to investigate all complaints made against the department or its personnel, thoroughly, completely and impartially. A proper relationship between the department and the citizens we serve, fostered by trust and confidence, is essential to effective law enforcement efforts.

The Eastchester Police Department complaint process has been developed to ensure this proper relationship provides people with a fair and effective method to address legitimate complaints against Department personnel and to protect officers and employees from false charges of misconduct or wrongdoing.

The department would prefer you speak with a supervisor when you file a complaint. We do this to ensure that we obtain all the necessary information that we will need to fully and impartially investigate your complaint, as well as expedite the resolution of any complaints.

If you do not want to speak with a supervisor, you are able to file a complaint against an employee or officer by fully and accurately completing the attached complaint form. We ask that you print neatly or type the form if possible. An electronic version of this form is available online at Eastchester.org. When you have completed the complaint form, you can return it to the Police Department in any of the following ways:

- Drop it off at the Police Department front desk in a sealed envelope;
- Mail it to the Eastchester Police Department, 40 Mill Road Eastchester, N.Y. 10709
- Email it to the Police Department at Police@Eastchester.org
- Complaints may be made over the telephone by calling the Eastchester Police Department (914) 961-3464. Complaints made over the phone will be followed up by a Supervisor / Investigator and will require the complaint form to be completed.

The Department will assign your complaint to a supervisor to investigate. If a complaint is taken anonymously, during the investigation, the complainant will be interviewed by an investigator.

The Department will send you a letter notifying you of the conclusion of the investigation.

It is unfortunate that you had the occasion to be less than satisfied with a member of our department, and we certainly hope that all future contacts with members of our department are positive ones.

The attached Civilian Personnel Complaint Form must be completed and submitted in their entirety.

I.A. Control Number _____ (Department use only)



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PERSONNEL COMPLAINT RECEIPT

On _____, (Name) _____ filed a complaint with the Eastchester Police Department concerning the conduct of _____.

This was in reference to an incident which occurred on _____ and was documented in report/summons number _____. This form acknowledges receipt of the complaint. You should be aware of the following:

- 1: The Eastchester Police Department investigates all complaints in an impartial manner.
- 2: The Department will investigate this allegation as an administrative matter (violation of Department policy) unless there is evidence that a crime was committed.
- 3: In administrative investigations, the burden of proof is "preponderance of the evidence."
- 4: Sworn statements may have to be taken from you or other persons who might be witnesses.
- 5: You will be notified of the status of the complaint during the course of the investigation and at the conclusion.
- 6: The accused officer or employee has rights that the Department cannot violate during the investigation.
- 7: During the investigation any person providing incorrect or false information either verbally or in writing may be subjected to criminal prosecution.

Signature of person filing complaint:

Date & Time

Printed name: _____

Supervisor receiving complaint:

Signature: _____

CIVILIAN PERSONNEL COMPLAINT FORM

I.A. Control Number _____ (Department use only)

