



NEW MIDDLETOWN POLICE DEPARTMENT

10711 Main Street New Middletown, Ohio 44442

(330) 542-2846 Fax (330) 542-2239



Citizen Complaint/Commendation Form Guidance:

The New Middletown Police Department is very concerned about the demeanor, appearance, professionalism and actions of the members of our agency. We are also receptive to concerns and issues the public may have about the conduct of our officers. To meet the public's expectations, we offer a process where citizens who may have had contact or observed members of this department doing something perceived as inappropriate, may bring that conduct to the attention of the police administration.

A citizen complaint is an allegation from any source dealing with any action or inaction by a member(s) of the Police Department that an individual(s) considers to be contrary to law, proper procedure, and good order or in some manner prejudicial to the individual, the Department or to our community.

It is a criminal violation of the Ohio Revised Code (ORC) to knowingly file a false complaint against a peace officer. ORC 2921.15.

Types of Citizen Complaints

Generally there are two types of complaints, criminal misconduct or non-criminal misconduct.

1. A complaint against a member which alleges criminal misconduct is considered to be a criminal complaint and is subject to the formal internal affairs function. Criminal misconduct is defined as any action in violation of the Ohio Revised Code.
2. Non-criminal misconduct is defined as behavior which is either unethical or immoral, and has the potential for reflecting negatively upon the reputation and image of the Police Department, but does not constitute a violation of the Ohio Revised Code.

Types of Complaint Investigations

The Department handles citizen complaints using two types of investigative process.

1. *Informal investigations* are complaints for quality of service related issues. Some examples of this would be discourtesy/unprofessional attitude, failure to give the proper level of services, improper use of procedure (poor investigation, poor use of discretion).
2. *Formal investigations* are complaints of violations of law, constitutional rights, sexual misconduct, use of excessive force, serious unethical or immoral conduct, or discrimination.

Filing a Complaint

Citizen complaints can be filed in writing, verbally, in person or electronically (via email or phone). Citizens are not required to complete a written citizen complaint form if their complaint is an informal one. If the complaint is at the formal level, while not required, a written and signed complaint form is needed for a proper investigation to be completed.

The New Middletown Police Department Citizen Complaint/Commendation form can be found on our website or can be found at the police station. Those wishing to file a complaint no matter in what form will need to provide as much information as they can including: the officer(s) name, date the complaint happened, how and where the incident happened and what the nature and issue you have that is the cause of your complaint.

Investigating your Complaint

Citizen complaints, regardless of the level, will be assigned to a single member of the department management team. This supervisor will be your point of contact and keep you updated on the status of your complaint. Complaint investigations can involve collecting evidence, conducting interviews of the officers, the complainant and any other witnesses, reviewing policy and procedures and the law. At the conclusion of the investigation you will be notified of the results of the investigation.

How long will the Investigation take?

Most citizen complaints are completed within 30 days, however our policy allows up to a full calendar year to complete an investigation.

Commendation

Citizens may also complete this form to bring positive events to the attention of the Village. It may be done anonymously; however, you may be contacted to verify the information before the form is put into a personnel file.

We welcome both positive feedback and concerns. This assists the police department in the evaluation of how we provide improved services to the residents of the Village of New Middletown. Evaluation and improvement will always be an ongoing endeavor.

COMPLAINT/ COMMENDATION FORM

Village of New Middletown
 10711 Main Street
 New Middletown, Ohio 44442
 (330) 542-2846 Admin
 (330) 542-2234 Dispatch
 (330) 542-2239 Fax
newmiddletownpd@comcast.net

Forms may be returned via United States Postal Service, email, fax, and personal delivery.

To be completed by NMPD Staff

Personnel Receiving Form:

Date and Time Received:

To be completed by the Chief of Police

IA Case Number: _____

Date and Time Received:

Received:

In Person	Fax	E-Mail	US Mail	NMPD
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Other:

Name		Date of Birth	Gender	Ethnicity
Address (including city, state, and zip code)			Telephone	
Email Address		Cellular Telephone	Additional Contact Number	
Date of Incident	Location of Incident	Time of Day	Day of Week	Officer's Vehicle Number
Officers Involved				
Describe Injuries (if any)		Where treated (hospital, doctor, etc)		
Other Persons Present	Address If Known		Telephone Number	

Name	IA Case Number
	Attach additional pages if necessary.

Complainant's Certification: I hereby attest and affirm that this statement is accurate. I understand that any misleading statement or allegations may result in penalty under applicable statute.

 Complainant's Signature

 Date

