



# North Reading Police Department



150 Park St. North Reading, Massachusetts 01864  
Telephone 978-664-3131 Fax 978-664-3170

Mark A. Zimmerman  
Chief of Police

## Citizen Complaint Procedures

*It is the policy of the North Reading Police Department to investigate all complaints against the department, or a member of the department. The attached form once completed can be received by the Chief, the Commander or Officer in Charge. The Chief has designated Duty Supervisors to receive complaints from citizens*

- All complaints received by the North Reading Police Department will be investigated in accordance with Departmental Policy.
- Every citizen who files a formal complaint will be advised as to the outcome of the complaint. Informal complaints of a criminal or non-criminal nature received by the Department will be investigated in accordance with this policy
- In some cases a complaint can be resolved to the complainant's satisfaction at the time by the shift supervisor or officer-in-charge of the station. This resolution should be reported to the Lieutenant in command in writing by the shift supervisor or officer-in-charge of the station. If possible, the resolution should be acknowledged in writing by the complainant. The Lieutenant will notify the Chief of Police who will, if possible, assign the Lieutenant in command to confirm the resolution of the incident with the complainant and notify the Officer in Charge and the involved officer of the outcome.
- The investigation time limit of a complaint investigation is set according to Departmental policy and can only be exceeded if extenuating circumstances preclude its completion within the set time limit, and with approval from the Chief of Police.
- Every person who has filed a complaint against an employee shall be notified promptly as to the final results of the investigation, personally if possible or otherwise by mail.
- If the investigation is not completed within thirty (30) days, you the complainant shall be provided a periodic status report every thirty (30) days until the completion of the investigation.



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## Citizen Complaint of Police Misconduct Form

Date of Complaint: \_\_\_\_\_ Time: \_\_\_\_\_

Name Aggrieved Person: \_\_\_\_\_

Home Address: \_\_\_\_\_ Phone 1: \_\_\_\_\_

\_\_\_\_\_ Phone 2: \_\_\_\_\_

Officer(s) Complained About:

Name: \_\_\_\_\_ Rank: \_\_\_\_\_ ID# \_\_\_\_\_

Name: \_\_\_\_\_ Rank: \_\_\_\_\_ ID# \_\_\_\_\_

Name: \_\_\_\_\_ Rank: \_\_\_\_\_ ID# \_\_\_\_\_

Description of Officer(s) complained about:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Location of reported incident that resulted in complaint:

\_\_\_\_\_  
\_\_\_\_\_

Time and date of reported incident that resulted in complaint:

\_\_\_\_\_  
\_\_\_\_\_

**Nature of Complaint:** (Describe in your own words everything you consider necessary for the matter to be completely investigated. Use another sheet if necessary.)

Blank lined area for writing the nature of the complaint.

**Names, Addresses, Phone Numbers of Any Witnesses:**

Name 1: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name 2: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name 3: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

I understand that I will be informed of the result of the investigation and the disposition of my complaint, as soon as possible.

I am \_\_\_\_\_ or I am not \_\_\_\_\_ willing to testify at any Internal or Criminal Hearing on this matter.

***To the best of my knowledge, the above statements are a true and accurate account.***

**Signature:** \_\_\_\_\_  
(Aggrieved Party or Complainant)

**Signature of parent or guardian:** \_\_\_\_\_  
(If aggrieved party is under 18 years old)

**Signature:** \_\_\_\_\_  
(Shift Commander or Officer in Charge)

**Date/Time Received:** \_\_\_\_\_