



Citizen Complaint Process

- It is the policy of the Spencer Police Department to investigate all complaints against a member of the department, regardless of the source of such complaints, through a regulated, fair, and impartial investigative process administered by the Office of the Chief of Police.
- To maintain the highest quality of police services it is imperative that every police department have an effective, efficient, streamlined and thorough civilian complaint procedure.
- At all times, the employees of the Spencer Police Department, sworn and civilian are expected to conduct themselves in a manner that will reflect favorably both on the Department and the Town of Spencer.
- The Internal Affairs process also assures that each officer receives every protection and right, including due process that he/she is entitled, under both the State and Federal Constitutions.
- A standard complaint report form shall be used to record all complaints of misconduct, mistreatment or unethical practices against Department personnel. Forms are available on the Town's Website or at the Police Station.
- Any person requesting to make a complaint against an employee of the Department shall, upon request, be given a copy of the Complaint Form so that they may complete it on their own.
- In some cases a complaint can be resolved to the citizen's satisfaction by the Officer-in-Charge of the station. This immediate resolution can often be accomplished if the incident is clearly not of a serious nature, or arises from a misunderstanding or lack of knowledge of the law.
- Upon completion of the investigation, the citizen will receive written notice of the final disposition of the case from the Chief of Police. Unless otherwise agreed upon, the investigation shall be completed within (90) ninety days.