

PLAINFIELD POLICE DEPARTMENT



Mario A. Arriaga
Chief of Police

Town of Plainfield, Connecticut
210 Norwich Road
Plainfield, CT 06374
Phone: (860) 564-0804
www.plainfieldctpolice.com



William D. Wolfburg
Deputy Chief of Police

COMMENDATION/COMPLAINT FORM

Instructions: If you would like to praise a Plainfield Police Department employee, or file a complaint against a police employee, please write legibly and fill out this form. Personal information will not be disclosed to the public, unless required by law. You can submit this form by mailing or returning it to the Plainfield Police Department at the address given at the top of this page.

I wish to file a (please check one): **Commendation** **Complaint**

If you are filing a complaint, indicate the type of complaint you wish to file (you must check one):

Formal Complaint: Involves a serious allegation of misconduct, and I want my complaint officially investigated, for which discipline may be imposed, if the allegation(s) are sustained.

Informal Complaint: Involves a minor complaint or concern, and I only want my complaint/concerns on record. I understand it will be for informational purposes only, will not be formally investigated. However, the matter will be discussed with the employee(s) involved.

Information about you

LAST NAME		FIRST NAME		M.I.	DATE OF BIRTH
STREET ADDRESS and APT#		CITY		STATE	ZIP CODE
HOME PHONE () -	WORK PHONE () -	CELL PHONE () -		SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	

Are you filing this on behalf of someone else? **Yes** **No** *If Yes, then complete this section*

WHAT IS HIS/HER LAST NAME?	FIRST NAME	AGE	SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
STREET ADDRESS and APT#	CITY	STATE	ZIP CODE
WHAT IS HIS/HER RELATIONSHIP TO YOU?	HOME PHONE () -	WORK / CELL PHONE () -	

Information about the incident

LOCATION OR ADDRESS OF INCIDENT		DATE OF INCIDENT	TIME OF INCIDENT
		/ /	: AM <input type="checkbox"/> / PM <input type="checkbox"/>
WITNESS LAST NAME	FIRST NAME	AGE	SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
WITNESS ADDRESS	CITY	STATE	PHONE () -
NAME OR ID# OF OFFICER OR EMPLOYEE		NAME OR ID# OF OFFICER OR EMPLOYEE	

Nature of action: Check all that apply and briefly describe what happened on a separate sheet of paper (date & sign it)

<input type="checkbox"/> Extremely helpful	<input type="checkbox"/> Excessive and/or improper use of force	<input type="checkbox"/> Rudeness, discourtesy, and offensive language
<input type="checkbox"/> Very caring/empathetic	<input type="checkbox"/> False arrest	<input type="checkbox"/> Violation of civil rights
<input type="checkbox"/> Professional conduct	<input type="checkbox"/> Unlawful search and/or seizure	<input type="checkbox"/> Bias-based profiling
<input type="checkbox"/> Did a great job	<input type="checkbox"/> Dishonesty and untruthfulness	<input type="checkbox"/> Department <i>procedures or tactics</i>
<input type="checkbox"/> Made an extra effort	<input type="checkbox"/> Corruption	<input type="checkbox"/> Other

I attest that the above information and my statement is true and correct to the best of my recollection

Signature: _____ Date: _____ / _____ / _____

The citizen has received a copy of this page and a *Commendation/Complaint Brochure*. _____ **Officer's ID#**
11/16/2021

FOR DEPARTMENT USE ONLY: To be completed by the Supervisor or Unit receiving or initiating a complaint

	CATEGORY	DESCRIPTION
<input type="checkbox"/>	CLASS 1	Allegations that have the potential of damaging the reputation of the Department or its personnel and generally include, but are not limited to, allegations of serious misconduct, serious violations of <i>Standards of Conduct</i> and other written directives, or criminal conduct.
<input type="checkbox"/>	CLASS 2	Allegations that generally include, but are not limited to, allegations of a non-serious nature and violations of <i>Standards of Conduct</i> and other written directives of a non-serious nature.
<input type="checkbox"/>	CLASS 3	Minor complaints by a citizen desiring to make an informal complaint against an employee of a minor nature, generally involving an employee's conduct and/or behavior.
<input type="checkbox"/>	CLASS 4	Minor complaints by a citizen who contacts the Department questioning or informally complaining about a procedure or tactic used by the Department or its employees

Signature of Supervisor receiving / initiating the complaint

OFFICER: _____ ID#: _____ DATE: ____ / ____ / ____

Forward this report to the Deputy Chief for review

Signature of Deputy Chief

OFFICER: _____ ID#: _____ DATE: ____ / ____ / ____

To be completed by the Deputy Chief

	CASE ASSIGNED TO	DATE ASSIGNED	DATE COMPLETED
<input type="checkbox"/>	UNIT / SHIFT LEVEL		
<input type="checkbox"/>	PROFESSIONAL STANDARDS UNIT		
<input type="checkbox"/>	NO INVESTIGATION NEEDED (3 or 4 only)		
<input type="checkbox"/>	COMMENDATION ONLY		

To be completed by the Deputy Chief and forwarded to the Chief of Police for approval

	FINDING	DATE COMPLETED
<input type="checkbox"/>	EXONERATED	
<input type="checkbox"/>	UNFOUNDED	
<input type="checkbox"/>	NOT SUSTAINED	
<input type="checkbox"/>	SUSTAINED	
<input type="checkbox"/>	MISCONDUCT NOT BASED ON ORIGINAL COMPLAINT	
<input type="checkbox"/>	COMPLAINT WITHDRAWN	
<input type="checkbox"/>	POLICY FAILURE/SUMMARY ACTION/RECONCILED	

Signature of Chief of Police

CHIEF OF POLICE: _____ DATE: ____ / ____ / ____

Will The Police Really Be Impartial When They Investigate Their Own Officers Or Employees?

Yes, the question goes right to the heart of what professional policing is all about. We strive to ensure quality performance from all our officers and employees who represent our department and the Town of Plainfield. We want the public to know that we do not tolerate misconduct. Even perceived tolerance of employee misconduct will lead to a breakdown of public trust which would adversely affect the ability of the police department to function properly.

Does Plainfield Receive Many Complaints About Its Officers?

No. We respond to over 15,000 calls for service each year, handle tens of thousands of telephone calls, and experience thousands of other service-related interactions with the public. Less than one half of one percent actually results in complaints regarding employee's conduct and behavior.

The task of policing today's society is demanding and challenging. The Plainfield Police Department will continue to demand the highest standards of service and performance from our employees.

Realizing that it is not possible to enforce the rules of society without incurring some animosity, we will endeavor to protect our employees from unwarranted and false complaints and protect our citizens from unwarranted and inappropriate mistreatment.

Through this entire process, we will work to maintain your trust and support and develop a real working partnership with our community. Input from citizens helps to ensure that these high standards are constantly being met.

The Plainfield Police Department is sincerely interested in rewarding outstanding performance and taking immediate action in those instances where an employee fails to meet our high standards of conduct.

This pamphlet has been prepared to acquaint you with the operation of the Plainfield Police Department's citizen commendation and complaint processes. The mission of the department is really quite simple: *To earn and protect the public trust.* In doing so, we have created a method for the public to officially recognize and praise the efforts of our employees, in addition to having a system to bring to our attention complaints and concerns about our performance and behavior.

The men and women of the department understand that our greatest resource and asset is the support and assistance given by the community we serve. Naturally, this relationship, or "partnership" as we think of it, with the citizens of Plainfield is something we must constantly strive to protect. This is a responsibility shared by every member of the department and it is the primary task of the citizen complaint process.



Honorable Service

"We believe the profession we have chosen is honorable; the service we provide is essential. To supply that service in a manner other than honorably is unacceptable."

Plainfield Police Department



Citizen Commendation and Complaint Procedure

Mario A. Arriaga
Chief of Police

210 Norwich Road
Plainfield, CT 06374

(860) 564-0804

www.painfieldctpolice.com

How Do I Commend Or Compliment The Performance Of a Police Department Employee?

Coming in person to the police station located at 210 Norwich Road, or by calling the Plainfield Police Department's non-emergency number (860) 564-0804 or mailing comments directly to the Chief of Police at 210 Norwich Road, Plainfield, CT 06374.

When a commendation is received verbally, it will be documented and forwarded through the chain of command to the Chief of Police. Letters of commendation from citizens are posted for all department employees to view. The employees of the Plainfield Police Department appreciate the effort and consideration of concerned citizens who take the time to commend our employees.

Here are some of the most common questions and concerns expressed by the public about the citizen's complaint process.

How Do I Make A Complaint About The Performance Or Behavior Of a Police Department Employee?

Complaints will be accepted from any source and may be made anonymously, in person, or by telephone. While the department does accept anonymous complaints, an investigation generally cannot proceed based solely on anonymous uncorroborated information, unless the allegation can be confirmed by an independent source. Preferably, complaints should be made in person by the individual directly making the allegation.

The department accepts complaints made against police officers, civilian employees, part-time, volunteer workers, and other agents of the department. A citizen can initially speak to any supervisor, or the Office of Professional Standards, about an allegation or the complaint process, but the citizen will be referred to the immediate supervisor or the Professional Standards Officer, depending upon the seriousness of the allegation. An appointment will be made for you and you are free to bring with you anyone of your choosing.

When making a complaint, simply relate the facts as you know them. Don't attempt to add to or embellish your complaint.

What Happens When I Make A Complaint?

If the complaint is for a serious matter, such as unnecessary or excessive use of force, false arrest or violation of a specific criminal statute, the Professional Standards Officer will investigate the complaint.

Less serious matters, such as rudeness, discourtesy, and minor infractions of the rules, regulations, policies or procedures will be investigated by the employee's immediate supervisor. Investigators then forward the findings to the Chief of Police, who may hold an administrative hearing on the matter. Based on the results, the complaint can either be sustained or not sustained. If sustained, the Chief of Police will determine type of sanction to be imposed upon the employee. Sanctions may include retraining, counseling, reprimand, suspension without pay, transfer, reassignment, demotion, and/or dismissal.

Is Something Done On All Complaints?

Yes. All complaints are initially documented on a Citizen Complaint Form and thoroughly examined and investigated consistent with Departmental and Town policy, labor agreements, and State law.

What Does The Professional Standards Office Do?

Members of the Professional Standards Unit report directly to the Chief of Police and have the responsibility of coordinating the investigations of serious allegations of misconduct, including:

- Allegations of unnecessary force used by an employee in the performance of duty
- Any allegation of criminal conduct by a member of the department.
- Allegations of false arrest.
- Allegations of serious misconduct or misbehavior.

What Happens After An Investigation Is Completed?

After your complaint has been investigated, the investigating officer will notify you of the results. If you still disagree with the specific findings, you may request a meeting with the Chief of Police. You may bring an advocate with you; this is an informal meeting and excessive numbers of persons tend to diminish effective communications.

You should also know that making a complaint, in no way, limits your ability or right to pursue any other complaint forums, if you feel that you have been wronged. Every complaint that involves a possible violation of a law is automatically reviewed for possible referral to the State Attorney's Office.

What Rights Do Police Officers And Other Employees Have When A Complaint Is Made Against Them?

Police employees are protected under their respective labor agreements, any applicable state and Federal statutes, and Department and Town policy. These provisions provide that employees shall not be subjected to harassment, intimidation, and threats from supervisors, or unreasonable periods of interrogation. They also have a right to counsel or union representation during the investigation.

Am I At Risk When I Make A Complaint Against a Police Employee?

Absolutely not! You will be treated courteously and need not fear any type of intimidation from any member of the department. However, if you deliberately make a false complaint against an officer, you could be prosecuted criminally and/or be held civilly liable.