



CASTLE ROCK POLICE DEPARTMENT

Personnel Complaint Form

This form is to be used for filing a complaint against members and employees of the Castle Rock Police Department. Please **DO NOT** use this form to report a crime. Crime reports entered on this form will not be entered into a reporting system.

If you wish to file a police report for a crime, please visit the police department or contact us via telephone to speak with an officer.

The Castle Rock Police Department is accountable for the acts and omissions of all of its members and employees. To that end, an obligation exists to our employees, the department, and the citizens of the City of Castle Rock to investigate allegations of misconduct or substandard performance.

This form is designed to assist in the gathering of all information relevant to a complaint. The form may be completed by the complainant, a representative of the complainant, or by police department member.

The law regarding making false or misleading statements is printed at the bottom of the complaint form. Please read this carefully. Making a false or misleading material statement to a public servant is a crime. Police department employees who are the subject of frivolous or malicious statements may have legal recourse against a false accuser.

When completing the form, verify that information on the form is correct. An investigator may also assist in filling out the form if you wish.

If you have any questions regarding this form, please contact the Castle Rock Police Department at (360)274-4711 during regular business hours.



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Questions and Answers about citizen complaints

Who can make a complaint?

Anyone who is concerned with the conduct of an employee, policy, or procedure of the police department. Minors under the age of 18 may file a complaint but will require a parent or legal guardian to sign the citizen complaint form.

Do I have to complain in person?

No, a complaint can be filed orally in person or via telephone, or in writing. Such complaints will be directed to the Sergeant or supervisor. If the Sergeant or supervisor

is not immediately available to take an oral complaint, the receiving member of the department shall obtain contact information from the complainant. Written complaints are preferred and we encourage you to utilize the Citizen Complaint Form so that we may conduct as professional an investigation as possible. These forms can be located on our website, www.crpolice.org, or in person at the Castle Rock Police Department.

Who will investigate my complaint?

Generally, your complaint will be investigated by the Sergeant or a supervisor. If the complaint involves the Sergeant, the investigation will be handled by the Chief of Police or his/her designee.

Will I be informed of the results of my complaint?

You may request to be informed of the disposition of the complaint (sustained, not sustained, exonerated, or unfounded). Any action taken against the employee is confidential.

Will a citizen complaint investigation affect any other proceedings?

Traffic infractions, citations, or arrest charges will not be dismissed because of a personnel complaint investigation, unless the investigation conclusively proves there was no basis for the infraction, citation, or arrest.

Can I talk to the Chief of Police?

The Chief of Police is available to discuss issues and concerns of citizens. In the event a citizen initiates a complaint, the Chief of Police must refer the citizen to the appropriate staff member in order to maintain a neutral prospective during the complaint process.

Do I have any guarantee that I will be satisfied?

We cannot guarantee that you will be satisfied with the finding. We do, however, guarantee that your inquiry will be thoroughly investigated.

