

Bolivar Police Department

Citizen Complaint Form

Mark Webb
Chief of Police

BOLIVAR POLICE DEPARTMENT

Complaint Procedure

1. Your Complaint is Important!

We want to continue to serve YOU, the community, in a professional and courteous manner that reflects the traditions and values of the City of Bolivar. Violations of criminal code, breeches of ethical standards and police misconduct cannot and will not be tolerated. In an effort to best serve you, this guide will briefly explain the proper established complaint procedure, so a follow-up investigation can be taken by the proper authority.

2. Police Investigation:

The Bolivar Police Department is charged with the responsibility to vigorously and thoroughly investigate alleged police misconduct. Every complaint will be thoroughly reviewed by the supervision staff. Depending on the severity of the claim and the circumstances, the complaint may be investigated by a **Command Staff Officer, Internal Affairs** or assumed by the **Missouri State Highway Patrol**.

3. Responsibilities: Ours and Yours:

The Police Department's responsibilities are to receive and record your complaint, evaluate it for assignment, conduct an impartial investigation, make an unbiased disposition, and correct the misconduct if it was found.

Your responsibility is to accurately report the facts as clearly as possible to us and as soon as possible after the incident. **False complaints**, with specific intent to unjustly subject a police employee to underserved discipline or slander can place his or her employment status in jeopardy.

4. Filing a Formal Complaint:

Complaints may be filed by using one of the following options:

- a. By phone: Contact us at (417) 326-5298 to request a form be sent to you via U.S. Mail or ask to speak with the Chief of Police.
- b. In Person: Contact the front desk at the Bolivar Police Department at 211 W/ Walnut in Bolivar to obtain a complaint packet or to speak with the Chief of Police.
- c. By Mail: You may request a complaint packet by mail by sending your request to Bolivar Police Department, ATTN: Chief of Police, 211 W. Walnut, Bolivar, MO 65613.
- d. Email the Chief of Police at chief@bolivarpolice.org.

I value the input from the citizens we serve. I am continuously searching for ways to improve the delivery of police services to the citizens of our community. I strive to ensure the Bolivar Police Department provides professional policing in a fair, impartial, and just manner.

Sincerely,

Chief Mark Webb

Bolivar Police Department
Citizen Complaint Form

Name: _____

Address: _____
(street) (city) (state) (zip code)

Date of Birth ____/____/____ SSN: _____

Home Phone: _____ - _____ - _____ Alternate ph.# _____ - _____ - _____

Case or Ticket Number (if known) _____

Date of Occurrence _____

Officers involved: _____

Witnesses:

Name; _____ Name: _____

Address: _____ Address: _____

Phone: _____ Phone: _____

Describe in accurate detail what occurred (attach additional paper or use back of this page if necessary).

How would you like to see this resolved? _____

By signing in the space below, I hereby certify that the statements give by me herein and attached are true and accurate to the best of my personal knowledge. I understand that making intentional false declarations to public officials or untrue statement made under oath or affirmation may be punishable by law.

(Signature)

(Date)