

## **CITIZEN COMPLAINT PROCEDURE**

The Forest Park Police Department is dedicated to providing exceptional service to its citizens through a problem solving approach, emphasizing a commitment to EXCELLENCE THROUGH TEAMWORK. Police employees are carefully selected, held to the highest standards and provided with the best training available. The purpose of a Citizen Complaint Procedure is the diligent pursuit of the truth. We are committed to that objective, recognizing that our agency's credibility depends upon the community's belief that we can police ourselves. With that in mind, we provide the following information regarding how you can file a complain, how a complaint is investigated, and how it is disposed.

### **HOW TO FILE COMPLAINTS**

A person wishing to file a complaint should contact a Forest Park Police Supervisor. The supervisor will give you a Citizen Complaint Form. If you are unable to come to the Forest Park Police Department, a Citizen Complaint Form may be sent through the mail. The complainant will be required to return the complaint to the Forest Park Police Department, in person, and sign the form in the presence of a Police Department Notary. You will be

notified by the Internal Affairs Investigator as to the progress of your investigation. You may be required to supply additional information. Once concluded you will be notified by mail as to the disposition of your complaint. Minor complaints of misconduct must be filed within thirty days of occurrence.

### **FOREST PARK POLICE DEPARTMENT 320 CASH MEMORIAL BLVD. FOREST PARK, GEORGIA 30297 404-366-7280**

When the investigation of a complaint reveals the charges are true and should be sustained against the police employee, the department may take one of the following actions depending on the nature of the violation.

1. Oral warning
2. Structured counseling
3. Written warning
4. Termination

### **WHAT HAPPENS IF THE COMPLAINT IS NOT SUBSTANTIATED?**

If there is not sufficient evidence to support the allegation, the investigation is closed and no further action is taken.

### **POLYGRAPHS**

During the course of the investigation, you (as the complainant) may be requested to submit to a polygraph examination.

## **FALSE COMPLAINTS**

Sometimes people make false complaints against police employees. Citizens should be aware that this is a violation of the Georgia Criminal Code. Section 16-10-71 provides an Offense of False Swearing:

(a) A person whom a lawful oath or affirmation has been administered or who executes a document knowing that it purports to be an acknowledgment of a lawful oath or affirmation commits the offense of false swearing when, in any matter or thing other than a judicial proceeding, he knowingly and willfully makes a false statement.

A person convicted under this section can be Punished by a fine up to \$1,000.00, confinement in prison up to 5 years, or by both the fine and imprisonment.

The Forest Park Police Department is vitally interested in the welfare of all citizens and in taking action where its employees have proven derelict in their duties or are guilty of proven wrongdoing. If it becomes necessary for you to make a complaint, you can be assured that it will be given fair and thorough investigation.

By the same token, if you have an occasion to see a police employee doing outstanding work, we encourage you to tell the employee or us about it. The Forest Park Police Department is comprised of professionals dedicated to serving you.