

**Our Policy...**

It is the policy of the Framingham Police Department to thoroughly investigate all complaints against the department or its employees. This insures the integrity of the department and protects the rights and interests of both the citizens and department employees

**Who may complain?**

Any person, regardless of age, sex, race or nationality, who witnesses or has direct knowledge of police misconduct may file a complaint with the Framingham Police Department.

**When should you complain?**

You should contact the department whenever you witness behavior by a police department employee which is a violation of town, state, or federal law, involves the excessive use of force, or involves discourteous or abusive treatment

**How do you file a complaint?**

You should first speak to the supervisor of the employee involved. If the supervisor is unable to resolve your complaint, you should file your complaint, in writing, with the Office of the Chief of Police.

**Who investigates the complaint?**

Department Supervisors are charged with maintaining discipline and with overseeing the conduct of employees assigned to them. In most cases, the supervisor of the employee conducts an inquiry and reports the incident through the chain of command for disposition. Serious incidents may be directly investigated by the Office of the Chief of Police. Incidents involving criminal activity may be investigated by the Middlesex District Attorney's Office or the Attorney General's Office.

**What is the complaint procedure?**

After the investigating supervisor has interviewed all parties involved, the disposition will fall into one of the following categories:

- **SUSTAINED:** the accused employee committed all or part of the alleged act of misconduct
- **NOT SUSTAINED:** the investigation produced insufficient information to prove clearly or disprove the allegations.
- **EXONERATED:** the alleged act occurred but was justified, legal and proper
- **UNFOUNDED:** the alleged act did not occur

**Who reviews the complaints?**

Complaints are ultimately reviewed by the Office of the Chief of Police.

**What corrective action will be taken?**

When a complaint is sustained, a determination will be made as to what corrective action will be taken. The action taken will depend on the nature and severity of the complaint. Some examples of corrective measures include:

- retraining
- reassignment
- counseling
- oral / written reprimand
- suspension
- termination

**What will I be told?**

After a thorough investigation of the complaint, the employee's supervisor, or another supervisor, will promptly contact you. You will be advised of the supervisor's findings and whether disciplinary action will be taken.

Employees of the Framingham Police department strive at all times to be courteous and professional in all dealings with the citizens we serve and protect. It is the sincere hope of the Framingham Police Department that all your contacts with our employees are positive. If not, we will endeavor to resolve your complaint to your satisfaction in a prompt and objective way.

For information on the status of your complaint, please contact the

**Framingham Police Department  
Bureau of Professional Standards**

**Lieutenant Michael Hill**

**(508) 532-5918**