

Springfield Police Department

Citizen
Compliment
&
Complaint
Form

Internal Investigations Unit



William J. Fitchet
Police Commissioner

For further assistance contact:
Internal Investigation Unit
413-787-6383
www.springfieldpolice.net

Citizen Compliment and Complaint Form

We, the Springfield Police, are committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within Springfield, Massachusetts, while at the same time maintaining respect for individual rights and human dignity.

Our goal is to ensure that our employees are guided by the principles that every individual has infinite dignity and worth, and that we must show respect for the citizens we serve and for the men and women of the Department.

A citizen compliment or complaint, and its subsequent investigation, causes the police to examine the service that we provide to our community and to make necessary improvements in the way we provide those services.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint. For more information, see the Citizen Compliment and Complaint Process brochure.

If you have a complaint or you would like to compliment an employee, you can fill out this form and either mail it or drop it off at the Internal Investigations Unit Office at 130 Maple St. Please call 413-787-6383 if you have any questions or need assistance filling out the form.

Complaints can be filed on actions by any Police Department employee.

From Commissioner Fitchet

Thank you for taking your time to let us know how the Springfield Police Department can better improve the service we provide to the community. Community policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or complainants, but when problems arise it is our goal to resolve the issue quickly and courteously.

PLEASE CONTACT THE INTERNAL INVESTIGATIONS UNIT AS SOON AS POSSIBLE AS WE MUST ADHERE TO COLLECTIVE BARGAINING AGREEMENTS REGARDING TIME LIMITS.

During normal business hours, forms can be obtained and/or filed at the following locations:

24 Hours a day:

Springfield Police Dept.,
130 Pearl Street
Front Desk (413) 787-6322*

**Squad Commanding Officer (413) 787-6325

Request to speak with a supervisor or the commanding officer on duty.*

During Business Hours:

City Hall, 36 Court Street, Clerk's Office,
(413) 787-6094

Indian Orchard Citizen Council
117 Main Street, Indian Orchard, (413) 543-3172

NAACP, 25 St. James Ave., (413) 734-2765

New North Citizen Council, 2383 Main St.,
(413) 747-0090

South End Citizen Council, 507 Main St.,
(413) 732-5105

Springfield Police Dept.,
I.I.U. 130 Maple, St., Suite 235, (413) 787-6383

Urban League,
756 State Street, (413) 739-7211

All Community Police Sector Offices
Please speak to a supervisor only.

This form may be downloaded from our Website: www.springfieldpolice.net

REMINDER: The procedures for filing your complaint(s) are as follows:

- 1. Hand delivered to any above locations.**
- 2. U.S. Mail:**
Spfld Police Dept.,
P.O. Box 308, Springfield, MA 01101-0308

Springfield Police Department Citizen Compliment/Complaint Form

Online Form

Name of Citizen _____ Address (Street, City State, Zip) _____ Telephone Number _____

Employer _____ Address (Street, City State, Zip) _____ Telephone Number _____

Personnel Complimented/Complained About (Name, Rank, Badge Number, if known) _____

Personnel Complimented/Complained About (Name, Rank, Badge Number, if known) _____

The following is not necessary but it will help with our statistics in reporting accurately to the Federal Government, thank you: _____

Date of Birth _____

Race _____

Sex _____

What Happened: (describe in your own words, everything you consider necessary for the police to investigate your complaint such as the date, time, location, etc. Use additional paper if necessary.) You may also use this form if you wish to compliment an officer on his or her conduct. Please also be as detailed as possible.

Were There Witnesses? Yes No If Yes, Please List:

Name _____ Address _____ Telephone Number _____

Name _____ Address _____ Telephone Number _____

I understand that I will be informed of the result of the Police investigation and the disposition of my compliment/complaint. I am (am not) willing to testify at any hearing in connection with this I have read the above statement and it is true and accurate to the best of my knowledge.

Signature _____ Witness _____
Received at _____ Date _____

Signature of Receiving Authority _____