



Plainfield Police Department

“Honorable Service”

Chief of Police, Michael G. Surprenant

210 Norwich Rd. Plainfield, CT 06374
(860)564-0804 fax (860)564-0808

www.plainfieldctpolice.com

CITIZEN COMPLAINT FORM

Effective policing depends on a working partnership between the police and the citizens we serve. The primary function of the Office of Internal Affairs is to investigate complaints made against both police officers and civilian members of the Plainfield Police Department. To ensure trust and to maintain the Department’s code of “Honorable Service”, the office conducts immediate, thorough, objective and unbiased investigations of official misconduct. This procedure also allows us to ensure that various policy protocols are in the best interest of public service.

Please complete the sections below to the best of your ability. If you have any questions; please refer to the last page of this form or contact any member of the Plainfield Police Department for assistance.

Your Information

Name: _____ (LAST) _____ (FIRST) _____ (MI)

Date of Birth: ____/____/____ Phone: (____) ____-____ Other Phone: (____) ____-____

Address: _____ (STREET) _____ (CITY/TOWN) _____ (STATE) _____ (ZIP)

Incident Information

Date of Incident: ____/____/____ Time of Incident: ____ : ____ A.M./P.M.

Location of Incident: _____

Describe Incident (Attach additional paper if needed):

Frequently Asked Questions

What happens once I complete the complaint form?

- Once you complete the form, please forward the form to any Plainfield Police Officer. The Police Officer will sign the form acknowledging we received it and give you a signed copy. You may also send the form by mail to the [Plainfield Police Department at 210 Norwich Road, Plainfield, CT 06374](#). An investigation will be initiated by the Office of Internal Affairs.

What does the Office of Internal Affairs (OIA) do with the complaint?

- The OIA will evaluate the severity of the complaint. Based on the nature of the complaint, it will be referred to the appropriate level for investigation.

Will I be contacted by the Plainfield Police Department?

- Yes. Following the assignment of the complaint, you will be contacted by the investigator. The investigator will then interview witnesses and members of the Department.

How are cases reviewed for completeness?

- All cases are reviewed by the Police Department Captain for completeness and forwarded to the Chief of Police for his review.

How are cases evaluated?

- Once the case has been investigated and reviewed, it is given one (1) of six (6) classifications. The classification given is known as the finding(s).
 1. Unfounded: Based on the facts of the investigation, the act(s) did not occur.
 2. Exonerated: Actions of the officer(s) were justified, lawful, and proper.
 3. Not Sustained: There is insufficient evidence to clearly prove or disapprove the complaint.
 4. Sustained: There is sufficient evidence to prove the allegations of misconduct.
 5. Withdrawn: You as the complainant decided to withdraw the complaint prior to the completion of the investigation.
 6. Misconduct Not Based on Original Complaint: The investigation revealed sufficient evidence to indicate other infractions not based on original report.

What happens at the conclusion of the investigation?

- You will receive a letter from the IOA indicating the classification of the investigation. You may or may not be notified of any disciplinary action taken against the employee depending on Connecticut State Law(s).

What different types of discipline are there?

- Any member of the Department can receive any of the following disciplinary actions (Not Inclusive); verbal warning, written warning, suspension, termination and/or additional training.

“As Police Chief, it is important to work with our Police Commission and our Police Officers in order to ensure that appropriate policies and procedures are in place to continue providing “Honorable Service”. That being said, I truly believe that it is not only the people in our organization but also the citizens of our community who indeed make the difference.”

*-Michael G. Surprenant-
Chief of Police*