



HOW TO FILE A CITIZEN'S COMPLAINT

The Maitland Police Department continually strives to deliver high quality, professional police services. On occasion, citizens have complaints about the level or quality of services received or have more serious complaints about how they were treated.

All citizen complaints are taken very seriously and your complaint or concern will be given a thorough review. As a citizen, you have several options in order for your complaint to be addressed, you may come to the Maitland Police Department, 1837 Fennell Street, and speak to a Police Supervisor. The supervisor will listen to your complaint and take the appropriate actions, documenting it as necessary on either a Supervisory Inquiry or a Citizen's Complaint Form.

Should you not wish to speak to a supervisor, you may download and fill out this form and either mail it to the attention of the Chief of Police or hand-carry it to the station in a sealed envelope marked to the attention of the Chief of Police.

When completing this form, please be as specific and thorough as possible. The more details you can provide, the better your issue can be investigated and resolved.

After the form has been received by the Chief of Police, it will be reviewed and may be assigned to an Internal Affairs investigator or supervisor for appropriate investigation.

If you have any questions, please contact the Maitland Police Department at (407) 539-6261.

**MAITLAND POLICE DEPARTMENT
1837 FENNEL STREET
MAITLAND, FL 32751
407-539-6261**

Please complete this form in its entirety and hand deliver or mail to Douglas M. Ball, Chief of Police, Maitland Police Department, 1837 Fennell Street, Maitland, FL 32751. You may be contacted for additional information after this form has been received and assigned. You are not required to identify yourself nor provide contact information. However, failure to do so may make it difficult to completely investigate your complaint. Thank you for helping us to improve our service to the community.

Complainant's Name _____ Date of Birth _____

Home Address _____ Home phone _____

Business Address _____ Bus. Phone _____

Cell phone _____ Other contact _____

Witness _____ Address _____

Home phone _____ Cell phone _____

Officer's name(s) _____

Physical description of Officer(s) (if name unknown) _____

Date/Time of Incident _____

Location of Incident _____

Description of Incident and complaint (Please attach additional pages, if necessary) _____

You have the right to make a complaint about a police officer or Department employee and have it investigated if you believe there has been improper conduct. We take allegations of employee misconduct seriously. Consequently, if the investigation reveals the complaint was made maliciously, in bad faith or with knowledge that the accusation was false, action may be taken to prosecute the complainant for making a false report. You may be asked to give a recorded, sworn statement during the investigation process.

I HEREBY CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION I FURNISHED IS TRUE. I UNDERSTAND THAT A FALSE COMPLAINT MAY LEAD TO ME BEING CRIMINALLY AND CIVILLY LIABLE.

Signature _____ Date _____

Printed Name _____