



Todd A. Kitzler
Chief of Police

PROCEDURE FOR FILING PERSONNEL COMPLAINTS BY CITIZENS

The Rossford Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of its members. The Department will accept and address all complaints of misconduct in accordance with the Rossford Police Department personnel complaints policy and applicable federal, state and local law. It is also the policy of this department to ensure that the community can report misconduct without concern for reprisal or retaliation.

Personnel complaints include any allegation of misconduct or improper job performance that, if true, would constitute a violation of department policy or of federal, state or local law, policy or rule. Inquiries about conduct or performance that, if true, would not violate department policy or federal, state or local law, policy or rule may be handled informally by a supervisor and shall not be considered a personnel complaint. Such inquiries generally include clarification regarding policy, procedures or the response to specific incidents by the department. If your questions or concerns cannot be resolved in an informal manner, you have the right to make a formal complaint.

All complaints will be courteously accepted by any department member and promptly given to the appropriate Shift Sergeant. Although written complaints are preferred, a complaint may also be filed orally, either in person or by telephone. Such complaints will be directed to a Shift Sergeant. Although not required, complainants should be encouraged to file complaints in person so that proper identification, signatures, photographs or physical evidence may be obtained as necessary. Personnel complaints will be classified in one the following categories:

Informal - A matter in which a Shift Sergeant is satisfied that appropriate action has been taken by a supervisor of rank greater than the accused member.

Formal - A matter in which a Shift Sergeant determines that further action is warranted. Such complaints may be investigated by a supervisor of rank greater than the accused member or referred to the Chief of Police, depending on the seriousness and complexity of the investigation.

Incomplete - A matter in which the complaining party either refuses to cooperate or becomes unavailable after diligent follow-up investigation. At the discretion of the assigned Shift Sergeant or the Chief of Police, such matters may be further investigated depending on the seriousness of the complaint and the availability of sufficient information.

Complaints will be fully investigated. You will be given a copy of the completed complaint form by the complaint taker. The supervisor conducting the investigation should provide you with periodic updates on the status of the investigation, as appropriate. The Chief of Police reviews all complaints and will notify you in writing of the final outcome. Each personnel complaint shall be classified with one of the following dispositions:

Unfounded - When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within the classification of unfounded.

Exonerated - When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

Not sustained - When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

Sustained - When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

PLEASE NOTE: It is a violation of the Ohio Revised Code to knowingly file a complaint against a peace officer that alleges the peace officer engaged in misconduct in the performance of the officer's duties if the person knows the allegation is false. Making a false allegation is a misdemeanor of the first degree and is punishable by a fine of up to \$1000 and by incarceration of up to 180 days (ORC 2921.15).

Attached to this form is a copy of the department's complaint form. Please be as specific as possible when completing this form. Your patience in dealing with the investigation of your complaint is appreciated. Every investigator or supervisor assigned to investigate a personnel complaint or other alleged misconduct will proceed with due diligence in an effort to complete the investigation within one year from the date of the complaint.



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ROSSFORD POLICE DEPARTMENT PERSONNEL COMPLAINT FORM

Complainant's Name: _____

Complainant's Address: _____

Complainant's Phone #: Home _____ Cell _____

Name of Officer _____ Unit Number _____

Date and Time of Incident _____ Location _____

Summary of Complaint (Be as Specific as Possible):

_____ (Use Reverse if Needed).

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I have read and understand the above statement.

Complainant's Signature

Date and Time

Officer / Supervisor Taking Complaint

Date and Time

*****Please Provide a Copy of this Form to the Complainant*****