

## A Message From The Chief

A relationship of trust and confidence between the employees of this police department and the community is essential to the successful accomplishment of law enforcement objectives. Our officers are sworn to protect the rights of all people, regardless of race, color, religion, national origin, sexual orientation, or disability. We take this duty seriously and for that reason we have adopted internal safeguards to prevent abuses of authority by police employees. Complaints of such abuses will be vigorously investigated.

If you believe that an employee of the Framingham Police Department has acted in an abusive or unprofessional manner toward you or others, I encourage you to report that employee to a police supervisor. I also welcome your commendations for police department employees who have performed their duties in an admirable manner. The Framingham Police Department prides itself on providing quality services to our community. We always encourage questions, complaints, and comments from the community. This input allows us to evaluate employee performance, review organizational procedures, and maintain high standards.

Sincerely,

Chief Lester Baker

## Information To Retain For Your Records

It is recommended that you obtain the following information and keep it for your records. Having this information will make it less complicated for you to check on the status of your case. Please ask the supervisor taking your report to provide you with this information.

Name of Supervisor Taking Complaint:

Date Reported:

Investigating Supervisor:

Employee(s) Involved:

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

*Framingham Police Department  
Office of Professional Standards*

*508-872-1212*

## COMMENDATION

&

## COMPLAINT

## PROCEDURE GUIDE



**Framingham Police Department**

1 William Welch Way

Framingham, MA 01702

508-872-1212

*Dedicated to Excellence*

*in Public Safety*

## How To Commend A Police Department Employee

It is best to contact that employee's supervisor as soon after the event as possible. You may make the commendation, however, at any time to any supervisor.

*You may contact the Framingham Police Department 24 hours a day and speak with a supervisor.  
508-872-1212*

The supervisor may request that you submit a written commendation. The supervisor will notify the employee of the commendation, which will be permanently recorded in his/her personnel file.

## How To File A Complaint Against A Police Department Employee

Any person, who witnesses or has direct knowledge of misconduct by a Framingham Police Department employee, may file a complaint. The following misconduct should be reported immediately.

- Violations of State or Federal Laws
- Violations of Town By-Laws
- Excessive Use of Force or Abusive Treatment
- Discourteousness

Any person who wishes to initiate a complaint against a police department employee should call by telephone or visit the Framingham Police Department. You should always ask to speak with a supervisor. The supervisor will attempt to resolve your complaint. If the supervisor is unable to resolve the matter, you will be asked to forward a written complaint to the Office of Professional Standards.

## Investigative Procedure

Framingham Police Department supervisors are responsible for maintaining discipline and overseeing the conduct of employees assigned to them. In most cases when a complaint is filed, the supervisor will conduct an inquiry. This will usually involve speaking with the complainant and the police officer separately. If the complaint involves a less serious infraction, such as discourteousness, the supervisor may attempt to resolve the matter to the satisfaction of the complainant.

All reports, whether or not they are resolved will be forwarded by the supervisor to the Office of Professional Standards.

Serious incidents may be investigated by the Office of Professional Standards. Members of this unit report directly to the Chief of Police. The investigating officer will usually meet with the complainant to ask additional questions, interview witnesses, and gather physical evidence.

At the completion of his/her investigation, the investigating officer will forward the findings to the Chief of Police. If it is established that there is sufficient evidence that the employee committed the alleged misconduct, the Chief will determine what corrective action, if any, should be taken. The nature and severity of the misconduct will be considered in determining the corrective action, which may include retraining, reassignment, counseling, oral/written reprimand, suspension, or termination. Incidents involving criminal activity, may be referred by the Chief of Police, to the Middlesex County District Attorney's Office or the Commonwealth of Massachusetts Attorney General's Office.

## How You Will Be Notified Of The Results Of The Investigation

At the conclusion of the investigation, you will be notified, in writing of the outcome. The investigating officer will make every attempt to complete the investigation within thirty days of the receipt of the complaint. If for some reason, the investigation is not completed within thirty days the investigating officer will notify you about the delay.