



# COTTAGE CITY POLICE DEPARTMENT

GENERAL ORDER

**SUBJECT: CITIZEN COMPLAINT**

**NEW REVISED RESCINDS**

APPROVED: *GM*  
GEORGIA MILTENBERGER  
ACTING CHIEF OF POLICE

Effective Date 8/22/2018

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## I. POLICY

Citizen Complaints.

(a) Whenever an individual believes that he or she has been the object of police misconduct, such individual may file a written complaint with the Chief of Police on a form provided by the Police Department.

(1) The complaint shall include the name of the complainant and, to the extent known, the name of the law enforcement officer allegedly involved, and the time, place, and circumstances involved in the incident. The complaint shall also include an explanation of the conduct that is deemed to be wrongful.

(2) Sufficient supplies of citizen complaint forms shall be readily available at the Cottage City Police Department. These written complaint forms may be submitted in person or sent by mail to the Cottage City Police Department

(b) Individuals who present oral complaints by telephone or in person to police headquarters or to individual law enforcement officers shall be instructed to fill out a written citizen complaint form.

The law enforcement officers shall advise such individuals of the correct procedures to be followed under this Section. Upon request, a copy of the citizen complaint form will be mailed to the complainant at the address furnished.

(c) The Cottage City Police Department will post instructions in the Cottage City Town Hall on how to explain the procedure for filing a complaint.

(d) An explanation of the complaint procedure shall be made to all officers of the Cottage City Police Department.