

## **TOPPENISH POLICE DEPARTMENT CITIZEN COMPLAINT**

**We must recognize that, as all human beings, police officers are subject to mistakes, errors in judgment, good and bad moods, personality conflicts and misunderstandings. In their day-to-day duties, officers are confronted with negative forces and attitudes to a greater extent than most professions. They are called upon to make decisions affecting people in most adverse manner, either financially, or by depriving them of their freedom by arrest.**

**One of the biggest problems today in police-community relations is the misunderstanding, on the part of the public, of the police officer's duties and authority. It is not possible to explain those areas on this information sheet. Newly hired police officers attend a 20-week academy to have these basic items taught to them. They must then continue training while in service and be instructed in the latest court decisions and procedures.**

**It is the intention of the administration of this department to see that the law enforcement activities performed by the employees are done in an impartial, objective and lawful manner. Further, it is the intention of this department to provide service to the community, within our power and ability to do so, in a competent, efficient and effective manner. Our authority, and limitations, may not be understood or appreciated by all, particularly those directly involved in an enforcement activity, or someone we have had to advise we cannot help in a given situation. With that fact in mind, and recognizing human fallibility, we have developed a system whereby public concerns regarding law enforcement practices and procedures may be subject to review.**

**If you believe that you have some complaint to make concerning the actions or conduct of a member of this department, you should call the department, or come in person, and express that complaint. You will be directed to a supervisor to explain your concerns. If you are satisfied by the explanation, the matter will be resolved at this point.**

**If the explanation is not satisfactory, or if the matter is of such a nature that verbal actions would appear to be insufficient, you will be asked to complete a form TPD-A-011. Be as thorough and complete as possible. Any action taken, or decision made on the matter, will depend upon obtaining information from all persons concerned in as complete and accurate a manner as possible.**

**After the completion of the form TPD-A-011, it will be forwarded to the Office of the Chief of Police. It will be reviewed by the Chief and directed to the Lieutenant in charge of the concerned member. An internal investigation will begin at this time. You may be re-contacted for any further clarification of your report by the investigating officer.**

**The details of the investigation, and/or the details of any disciplinary actions taken, will NOT be made available to you. You WILL be informed of the disposition of the matter in one of the two following manners:**

- 1. You will receive a letter from the Chief of Police advising you that the allegations have, in substance, been sustained and administrative measures have been taken.**
- 2. You will receive a letter from the Chief of Police advising you that the allegations have not been substantiated and no further action is forthcoming.**

**At this point, you may take your complaint to the City Manager's Office for review. If you are not satisfied with the actions of the internal investigation or the decisions of either the Chief of Police or City Manager, you may contact the City Council or the Yakima County Prosecutor's Office for any further action or assistance.**

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(Day)

(Date)

(Time)

(Location)

**OFFICER(S) INVOLVED, IF NAME(S) KNOWN:**

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**LIST ANY OTHER PERSONS WHO WITNESSED THE INCIDENT (Use full names, addresses and phone numbers, if known. List as much information as possible):**

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**DO YOU HAVE SPECIFIC RECOMMENDATIONS FOR RESOLVING THIS MATTER?**

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