



Robert F. Reed  
Chief of Police

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## **Introduction for Procedures for Registering Citizens Complaints**

The Holland Police Department is dedicated to being a trustworthy, diverse, progressive, and community-minded organization devoted to providing excellent public service. The citizen complaint system is available to anyone who believes Department personnel may have made a mistake or engaged in misconduct. The fair, factual, objective, and independent investigation of citizen complaints is a priority of the Department.

### **What is a Citizen Complaint?**

Any allegation made by a citizen that Department personnel may have performed in a manner that is in violation of our rules, the law, and/or the citizen's rights. Examples are:

- An officer or employee was rude.
- An officer or employee failed to take a report or the appropriate action.
- An officer used too much force during an arrest or confrontation.
- An officer or employee committed a crime.

### **Who Investigates Complaints?**

All citizen complaints are investigated by a supervisor assigned by the Chief of Police. All of the supervisors are specially trained to investigate allegations of misconduct against employees. The investigators are impartial and committed to maintaining the integrity of the Department and its dedicated personnel by finding the facts, being transparent, and completing comprehensive investigations. The investigators complete the investigation and make a recommendation as to the finding based on the evidence. It is then sent to the employee's chain of command for review and a final determination by the Chief of Police.

### **Filing a Complaint**

**Step 1** – If you believe an officer or employee did something wrong, get the employee's name, badge number, incident number, car number, or other identifying details so we can determine who was involved. If witnesses were at the scene, get their names and contact information. Collect any evidence you believe is related to your complaint. All complaints should be filed within 90 days of the incident whenever possible.

Complaints made after 90 days may not be investigated unless special circumstances apply. Complaints filed in a timely manner make it easier for investigators to obtain evidence, get statements while memories are better, and to reach involved parties.

**Note:** *Complaints about the guilt or innocence of a traffic citation or criminal arrest must be resolved in court and cannot be investigated as a complaint.*

**Step 2** – Contact the Holland Police Department by one of the following:

- You can call 419-865-7105.
- You can file a complaint in person at the Holland Police Department
- You can send a written complaint by mail, fax or email. It is important to include your name, address, and telephone number so we can contact you about your complaint.

Holland Police Department, 1245 Clarion Avenue, Holland, OH 43528  
Telephone 419-865-7105 Fax 419-491-0096  
Email [Police.chief@hollandohio.com](mailto:Police.chief@hollandohio.com)

**Step 3** – Upon reviewing your complaint, if the Chief is not able to explain the employee's actions to your satisfaction, the Chief will refer you to a supervisor who can. If this is the case, the matter will be closed. If your complaint needs to be investigated, it will be assigned to an investigator who will contact you within five business days. If you have not been contacted within five business days, please call 419-865-7105 to make sure the investigator has your correct contact information.

### **Investigation of Your Complaint**

The investigator will conduct a detailed investigation of the incident and gather statements from you and witnesses. Your assistance is critical and additional information may be needed.

When the investigation is complete, the investigator will give a written report to the involved employee's chain of command. Their recommendations will be reviewed by the Chief and he will decide the appropriate outcome. When Department policy has been violated, outcomes may include verbal counseling, additional training, and discipline.

### **Outcome of Your Complaint**

Investigations are typically completed within 90 days after filing the complaint. You will receive a letter by mail stating the outcome of your complaint. Please be aware that a detailed investigation and review of the facts can take time.

Investigations are typically ruled on by the Chief of Police within 120 days of the filing. If the complaint requires an extensive investigation, it may take even longer. The investigator will keep you informed of the status and advise you of any unusual delays. You may not be notified about the final outcome for several weeks.

**False Complaints:** The Holland Police Department is committed to investigating concerns of employee misconduct. Officers can be targets of false complaints by people who seek revenge on them for doing their job. The Ohio Revised Code makes it a first degree misdemeanor to knowingly file a false complaint of misconduct against a peace officer. Please remember, it is not only expensive to investigate false complaints, but it can also affect an officer's career. If evidence clearly indicates an individual has knowingly filed a false complaint against a peace officer, charges will be filed in accordance with O.R.C. 2921.15(B).



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### Citizen Complaint

Complainant Name \_\_\_\_\_ Date of Birth \_\_\_\_\_  
 Last First Middle  
 Address/State/City/State/Zip \_\_\_\_\_  
 Times to Contact \_\_\_\_\_ Telephone # \_\_\_\_\_ Email \_\_\_\_\_

Complete this section ONLY if you are filing on behalf of a minor or disabled person.  
 Otherwise, please skip to the next section.  
 Complainant Name \_\_\_\_\_ Date of Birth \_\_\_\_\_  
 Last First Middle  
 Address/City/State/Zip \_\_\_\_\_  
 Telephone # \_\_\_\_\_ Email \_\_\_\_\_

Were you arrested?  No  Yes, for what offense? \_\_\_\_\_  
 Did you require medical attention?  No  Yes, at what medical facility? \_\_\_\_\_  
 Will you sign a medical release form?  No  Yes  Not Applicable

Date of Incident \_\_\_\_\_ Time of Incident \_\_\_\_\_  
 Location of Incident \_\_\_\_\_  
 #1 Officer's Name \_\_\_\_\_ Badge / ID # \_\_\_\_\_  
 Description of #1 Officer \_\_\_\_\_ Cruiser # \_\_\_\_\_  
 #2 Officer's Name \_\_\_\_\_ Badge / ID # \_\_\_\_\_  
 Description of #2 Officer \_\_\_\_\_ Cruiser # \_\_\_\_\_  
 #3 Officer's Name \_\_\_\_\_ Badge / ID # \_\_\_\_\_  
 Description of #3 Officer \_\_\_\_\_ Cruiser # \_\_\_\_\_  
 #1 Witness Name \_\_\_\_\_ Address \_\_\_\_\_ Phone # \_\_\_\_\_  
 #2 Witness Name \_\_\_\_\_ Address \_\_\_\_\_ Phone # \_\_\_\_\_

The original complaint will be forwarded to the Chief of Police  
 By mail or delivered in person: 1245 Clarion Avenue, Holland, OH 43528  
 By email: police.chief@hollandohio.com By fax: 419.491.0096

**DO NOT WRITE BELOW THIS LINE**

Complaint # \_\_\_\_\_ Badge / ID # \_\_\_\_\_ Cruiser # \_\_\_\_\_ Report # \_\_\_\_\_  
 Nature of Complaint \_\_\_\_\_

Complaint Received by \_\_\_\_\_ Date/Time \_\_\_\_\_

**Description of Incident:**

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