



Police Department Village of Pleasantville

80 Wheeler Avenue - Pleasantville, New York 10570
(914) 769-1500 Fax: (914) 769-7049



PERSONNEL COMPLAINT PROCEDURE

It is the policy of the Pleasantville Police Department to investigate all complaints made against the department or its personnel thoroughly, completely and impartially. A proper relationship between the department and the citizens we serve, fostered by trust and confidence, is essential to effective law enforcement efforts.

The Pleasantville Police Department complaint process has been developed to ensure this proper relationship provides people with a fair and effective method to address legitimate complaints against Department personnel and to protect officers and employees from false charges of misconduct or wrongdoing.

The department would prefer you speak with a supervisor when you file a complaint. We do this to ensure we obtain all the necessary information, as well as expedite the resolution of complaints. If you do not want to speak with a supervisor, you are still able to file a complaint against an employee or officer by fully and accurately completing the attached complaint form. We ask that you print neatly or type the form if possible. An electronic version of this form is available online at www.pleasantville-nv.gov if you prefer to utilize that format.

If you need help with the attached Complaint Report, you can contact a Lieutenant by calling the Police Desk at (914)769-1500. The Lieutenant will assist you with any questions you may have. When you have completed the Complaint Report, you can return it to the Police Department in any of the following ways:

- Drop it off at the Pleasantville Police Department front desk, sealed in an envelope;
- Give it to a Pleasantville Police Department officer or employee, sealed in an envelope;
- Fax: our fax number is (914)769-7049;
- Email: Lieutenant@pleasantville-nv.gov;
- USPS to the address above.

The Pleasantville Police Department will assign your complaint to a supervisor to investigate. The supervisor will contact you and if you did not receive one already, will send you a receipt for your complaint. You can contact that supervisor at any time to follow the progress of your complaint. At the conclusion of the investigation, the Chief of Police will send you a letter notifying you and informing you of any action taken.

It certainly is unfortunate that you had the occasion to be less than satisfied with a member of our department, and we certainly hope that all future contacts with members of our department are positive ones.



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On _____, (Name) _____ filed a complaint with the Pleasantville Police Department concerning the conduct of an employee, _____. This was in reference to an incident which occurred on _____ and was documented in the Desk Officer Log (DO Log PV-_____.)

This form acknowledges receipt of the complaint.

As the Complainant, you should be aware of the following:

1. The Pleasantville Police Department investigates all complaints in an impartial manner.
2. The Department will investigate this allegation as an administrative matter (a violation of Department policy) unless there is evidence that a Department member:
 - a. Used unnecessary force;
 - b. Committed a crime or committed an act(s) that amounts to corruption, including but not limited to bribery or receiving unlawful gratuities;
 - c. Any other allegation, which in the opinion of the receiving Supervisor, amounts to serious misconduct.
3. In administrative investigations, the burden of proof is "preponderance of the evidence."
4. Sworn statements may have to be taken from you or other persons who might be witnesses.
5. You will be notified of the status of the complaint during the course of the investigation and at the conclusion.
6. The accused officer or employee has rights that the Department cannot violate during the investigation.
7. By signing below, you acknowledge that you have received a copy of the completed initial Personnel Complaint Report.
8. If you have any further questions, you can call and speak with a Lieutenant to assist you.

Signature of person filing complaint

Date

Supervisor receiving complaint:

Print Name: _____

Signature: _____

We will provide you a copy of both this form and your complaint.



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PERSONNEL COMPLAINT REPORT

PAGE _____ of _____

Complainant: _____ D.O.B: _____

Home Address: _____

Work name and address: _____

Home Phone: _____ Work Phone: _____ Cell Phone: _____

What is the best time to contact you? _____

Person you are making the complaint against: _____

IF YOU DO NOT KNOW THE PERSON'S NAME, THEN DESCRIBE HIM / HER BELOW.

Date of incident: _____ Time occurred: _____ Case #: _____

Where did the incident take place?: _____

Describe what happened, be specific as to what was said. Include information on any witnesses:



Officer/employee's name: _____



Printed name of person filing complaint