

## Frequently Asked Questions

- Q. What happens after I make a complaint?
- A. Upon receipt of your complaint it will be logged and recorded. You will be notified by the BPD of receipt of your complaint. Complaints can take up to 30 days to fully investigate, sometimes longer depending on the circumstances and availability of evidence.
- Q. Can I be assured that my complaint will be taken seriously?
- A. Although we cannot guarantee that you will be satisfied, we assure you that your complaint will be investigated thoroughly, fairly and impartially, and in accordance with BPD Internal Affairs Policies and Procedures.
- Q. What happens to an employee if he or she is found to have acted improperly?
- A. Some instances require disciplinary action, which may include oral reprimands, written reprimands, remedial training, suspension, demotion, or dismissal. If a criminal act occurred, the District Attorney's investigative process will follow.
- Q. What should I do if I have criminal or traffic charges pending against me out of the same incident that is the subject of my complaint?
- A. It is recommended that you consult with a lawyer before completing the form. If you do not have a lawyer, it is recommended that you seek the help of the Human Relations Committee at (845) 838-5094.

## Who Can File a Complaint or Compliment?

Anyone can file a complaint or compliment; however it is best that the person most directly affected by the alleged conduct make the report. Reports can be made in person, over the phone, or by mail. Reports can also be made anonymously, however it is difficult for the investigation to reveal all of the facts of an incident when reports are anonymous.

### How to File a Complaint and Compliment Form

The form can be accessed online, by going to the Beacon Police homepage and clicking the 'Complaint Form' link on the left side of the page.

#### Hard copies are available at:

Police Headquarters  
OR  
City Hall

both located at 1 Municipal Plaza, Beacon, NY

Howland Library, 313 Main St, Beacon, NY

#### Upon completion, you can mail or drop off your form in a sealed envelope at:

Police Headquarters  
OR  
City Hall Drop Box

both located at 1 Municipal Plaza, Beacon, NY

#### Reports can also be made by phone at:

**BPD: (845) 831-4111**

*\*Please ask to speak to a supervisor\**  
OR

**Human Relations Committee: (845) 838-5094**

# The City of Beacon Police Department



## Citizen Complaint & Compliment Process

Beacon Police Department  
1 Municipal Plaza, Beacon, NY 12508  
Tel: (845) 831-4111  
Fax: (845) 838-5092

Dear Citizen,

The City of Beacon Police Department (BPD) is committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the overall quality of life in our city, while at the same time maintaining respect for individual rights.

One of our core guiding principles is to ensure that the members of the Department show respect, and embrace the dignity and worth of all people we encounter.

The Beacon Citizen Complaint & Compliment form was developed in effort to provide community members the opportunity to submit a complaint or compliment regarding policing in Beacon .

This process allows for all cases to have the opportunity to be documented and aid the police department to examine the services that we provide to the community. It also allows us to recognize and make improvements to provide better services.

Each and every complaint will be reviewed and appropriate follow up actions will be taken as necessary. You will be notified by mail within 10 business days of the receipt of your report.

Thank You,

Doug Solomon  
Chief of Police

## Making a Complaint or Compliment

- Obtain a form and complete with as much factual details of the incident as possible, including date, location, name or badge number of officer, and any names of any witnesses. See back of this brochure for locations for obtaining and submitting your form.
- It is the responsibility of the Chief of Police to make findings on any complaint of police conduct within 30 days.
- The Chief, or a designee, will conduct an investigation which may include any or all of the following sources of information: reports prepared by officer(s) within course of routine job duties; interviews with the complainant, officer(s) and witness(es); any medical records submitted by the complainant.
- The complainant shall be notified in writing of the finding (see next page) and whether remedial action will be taken. However, NY State Civil Service Law prevents the Police Department from disclosing the specific disciplinary actions taken against the employee, if any is taken.
- Any persons can also make their complaint directly with the Human Relations Committee, at (845) 838-5094, who will act as a neutral liaison between the complainant and the BPD.
- If you are not happy with the disposition of your complaint, you can also contact the Human Relations Committee at (845) 838-5094 or ask that the decision be reviewed by the City Administrator.

## Investigation Findings

Sustained - The accused employee committed all or part of the alleged acts of misconduct

Not Sustained - The investigation produced insufficient information to prove clearly or to disprove the allegations

Exonerated - The alleged acts occurred, but was justified, legal, and proper

Unfounded - The investigation produced evidence to show that the alleged act did not occur

Misconduct not based on the complaint - Acts of misconduct were discovered during the investigation that was not alleged in the complaint

Policy Failure - Where the officer acted within a specific policy but findings show the guidelines or directive is the cause of the complaint. In such cases steps should be taken immediately to amend the policy to correct the problem

## Complainant Protection

BPD employees are prohibited from retaliating against you for reporting truthful information. Any charges or legal issues (present or future) must be decided by the appropriate court. The investigation of your report will focus on the conduct of the officer, not charges against you. Therefore, if you were arrested or issued a ticket or summons, you must still follow the direction of the court in resolving the case. It is recommended that you consult with legal counsel if you have any concerns related to lodging a complaint while facing charges.

If you feel you were discriminated against or that your criminal case has been impacted by your complaint, please contact the Human Relations Committee at (845) 838-5094.