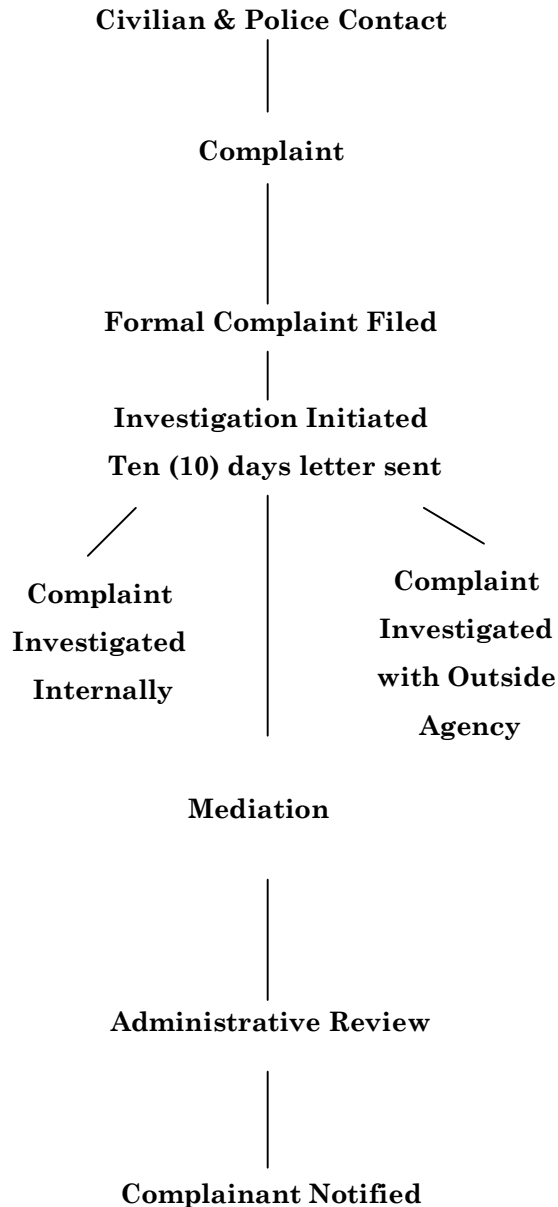


COMPLAINT PROCESS



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 of the initiation of a formal investigation within ten (10) business days of receipt.
- 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.
- 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. Will I be advised of what form of discipline, if any, was taken?
- A. New York State Civil Service Law does not allow us to reveal the specific actions taken to discipline employees.

CITY OF NEWBURGH POLICE DEPARTMENT



Citizen Complaint & Compliment Form

Public Safety Building
55 Broadway
Newburgh, NY 12550
Tel: (845) 561-3131
www.cityofnewburgh-ny.gov/police

Dear Citizen,

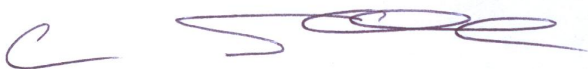
The City of Newburgh Police Department is committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the overall quality of life in our city, while at the same time maintaining respect for individual rights.

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 Citizen Complaint & Compliment process and the subsequent investigation conducted in all cases brought to our attention cause the police department to examine the service 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 thoroughly investigated, 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,



Eric A. Paolilli
Chief of Police

MAKING A COMMENT

A formal complaint may be made to any member of the Police Department who will immediately report the matter to a supervisor. All complaints will be kept confidential.

Formal complaints will be classified as either serious or of a less serious nature. The employees immediate supervisor may handle less serious complaints.

Serious complaints such as criminal misconduct or violations of civil rights will be referred to the office of the Chief of Police. All complainants are notified in writing of the disposition of their complaint.

FINDINGS

The disposition of all serious complaints are classified under the following:

Unfounded—Complaint or incident is false or not factual.

Exonerated—Complaint or incident did occur but our personnel's actions were lawful and proper.

Not Sustained—The complaint or incident is not supported by sufficient evidence of misconduct by department personnel.

Sustained—The complaint or incident is supported by sufficient evidence of misconduct by department personnel.

Policy Failure—Employee acted properly within Departmental policy, however, the complaint was valid and justifiable. The complaint may have given reason or reasons to review current policies, procedures, and/or practices.

WHERE TO MAKE A COMMENT

Upon completion you can either mail or drop off your complaint at Police Headquarters, located at 55 Broadway. In addition, you may pick-up copies of this form at the following locations, and return it to a representative of any one of these organizations:

City Hall, Executive Office, 83 Broadway

Recreation Dept, 401 Washington Street

Youth Bureau, 104 South Lander Street

Newburgh Free Library, 124 Grand Street

Latinos Unidos of the HV, 845.401.8304

Ebenezer Baptist Church, 76 First Street

New Beginners Church, 171 Broadway

God's Vineyard, 448 Broadway



This form may also be downloaded from the Department's Website:

www.cityofnewburgh-ny.gov/police